

Dovecotes Tenant Management Organisation

ANNUAL REPORT

This Annual Report covers the period of April 2019 - March 2020 detailing Dovecotes TMO's activities and financial statement



'From the past, looking to the future'



A message from the Chair



Hi everyone, my name is Joan Curtis and I am the chair of Dovecotes Tenant Management Organisation. For more than 14 years Dovecotes has been managing over 770 tenancies on behalf of the City of Wolverhampton Council. Dovecotes TMO is governed by tenants and owner occupiers living on the estate, decisions are made by those who live here. Additionally, Oxley Ward Councillor Susan Roberts MBE continues to serve as a co-opted member of our board.

2019/20 was an exciting year, we delivered community events to our members including day trips, craft sessions and a Christmas Grotto for the children of Dovecotes. Our community is our heart, our inspiration and our passion.

Throughout 2019/2020 we have continued to invest surpluses into tenants homes. We have redecorated 17 rooms for the elderly and disabled, replaced 21 kitchens and 17 front doors. In addition, we have invested surpluses into improving parking area's making our estate safer, cleaner and more accessible.

Each year we report to you about the challenges we have faced and how we have overcome these. This year we faced a challenge more precedent than we have ever seen before. Coronavirus swept into our lives forcing us all to lockdown, isolate and adapt, but also to be thankful to our NHS and key workers who risked their own health to protect ours. After more than 3 months of lockdown I am sure like me, you are all enjoying spending time with your family and friends with a new found appreciation of life's little pleasures.

As we slowly move into our new 'normal', it is increasingly clear that coronavirus will be part of all our lives for some time to come. At Dovecotes, we have implemented a number of changes to keep our staff and customers safe whilst supporting those who may be experiencing financial difficulties. I want to reassure our tenants that we are here, listening, and will support you through future challenges. To say I have been amazed by the generosity, resilience and understanding of our friends and neighbours is an understatement. I am proud to be part of our community and throughout 2020 Dovecotes TMO will continue to endeavour to provide you, our tenants, with the best housing service.

Joan

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 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 2020;

Joan Curtis (Chair), Ann Webb (Secretary), Sarah Harrison (Treasurer), Ryan Pitt-Woodcock, Bernard Curtis, Bekki Dutton, Natasha Curtis-Warner (owner-occupier), Andrew Slater, Toni Nwenwu (owner-occupier), Liz Kerr and Councillor Susan Roberts MBE

We would like to thank our former members Christine Warrilow and Paul Lewis for their many years as members of the management board, you have both played an active role in the success of the TMO.



If you are interested in joining our management board and would like more information on what the role involves you can do this by contacting the office on 01902 552780 or by emailing dovecotes.tmo@wolverhampton.gov.uk.

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

We communicate with our members regularly by hand delivering quarterly newsletters to every household on the estate. Previous editions can be found on our website www.dovecotestmo.com or collected from the housing office.



HOW WE PERFORMED

Each year we publish our Annual Report and Financial Statements to show how we have performed and how we have improved the range of services we offer to the tenants of Dovecotes. We have a number of key performance indicators that measure how we have performed against agreed targets. Overall, our performance has been very good, we have exceeded our targets in a number of areas. Unfortunately, we still have some way to go with improving rent arrears. Over the next year we will increase our hardship grant and work closely with partner agencies to improve the support for tenants experiencing financial hardship.



SUPPORTING OUR COMMUNITY

Over the past year we have organised a number of community events exclusively for our members. In January we secured match funding from the City of Wolverhampton Council to operate a food bank from the housing office. Throughout the winter months we issued over 50 food parcels to members of the TMO.

In September 2019 we organised our first day trip. Over 50 members visited the Black Country Museum enjoying the historical displays and their famous fish and chips.

Last summer we were joined by Oxley Ward Councillor's Louise Miles and Susan Roberts MBE to judge the Dovecotes In Bloom garden competition. The spectacular gardens on display and the effort entrants had put into their outdoor spaces was truly amazing.

Providing activities for children throughout school holidays is not only an opportunity to learn about how they see the estate but a break for parents struggling with entertaining them during the holidays. We have seen some very scary pumpkins, flamboyant Easter bonnets and seen the children smile so widely when entering our Christmas Grotto.

Help can be provided in a number of ways. We have strengthened our partnership with the Citizens Advice Bureaux providing monthly drop in sessions, expanded our remit for hardship grants by introducing a new Covid19 Hardship Fund supporting those who are not claiming universal credit but have suffered a loss in income.

As the months progress and we start to re-open services we want to continue with our commitment of hosting community events and activities. It is still unclear how we do this and keep everyone safe, but we want to reassure you, our members that although we have had to postpone our events we will be seeing you all very soon.

OUR GOVERNANCE

Dovecotes Tenant Management Organisation is a private company limited by guarantee, we have no share holders, instead our members are guarantors. Our Management Board are in control of the business. Board members must work together, in the interest of the TMO as a whole.

The Board is responsible for all actions taken by the TMO. This includes the responsibility to ensure that the TMO acts in accordance with laws and regulations and with its contractual agreements, including its management agreement with the City of Wolverhampton Council.

At Dovecotes we are open about our business. We consult about services, priorities, significant changes and future plans and strategy. We listen and answer to the people and bodies who are entitled to take an interest in our business;

- members of the TMO
- Tenants of the homes we manage
- landlords, and
- the wider community

The management board meet monthly to review the previous month's financial results against budgets, discuss performance, agree strategy and future service provisions. There are also 5 sub-committees who meet regularly;

- Health and safety
- Community events
- Tenancy and estate management
- Staffing and employment
- Finance

Ensuring our board have access to training and personal development is one of our top priorities. Each year we conduct a skills audit to identify where extra training or support is needed.

The Annual General Meeting (AGM) is an important governance process for the members of our organisation. It ensures transparency, provide updates and gives members an opportunity to vote on a range of matters.

Elected board members hold their position for a period of 3 years and co-opted members 1 year.

Statement of Accounts Dovecotes TMO

	2020		2019	
	£	£	£	£
Income				
Allowances		1,091,088		1,091,000
Other income		<u>1,161</u>		<u>2,642</u>
		1,092,249		1,093,642
Direct Costs				
Repairs to Property		498,467	427,192	
Programme Work and Maintenance		8,743	9,660	
Door Programme		11,175	17,815	
Fencing Programme		-	7,737	
Kitchen Programme		105,785	103,014	
Ground Work		1,176	2,693	
Fly-Tipping		4,958	4,422	
Stock Movement		(587)	(161)	
Hardship Fund		15,414	18,741	
		<u>645,131</u>		<u>591,113</u>
Gross Suplus		447,118		502,529
Bank Interest Received		932	570	
Settlement of Creditors		-	-	
Pension Fund Return on Assets		-	-	
		<u>932</u>		<u>570</u>
		448,050		503,099
Expenses				
Administration and Salaries		382,935	363,332	
Rent and Rates		829	750	
Light and Heat		1,750	1,750	
Repairs and Renewals		4,379	15,681	
General Administration Expenses:				
Insurance		13,748	14,324	
Printing, postage and stationary		5,345	7,375	
Telephone		2,490	3,122	
Sundry Expenses		6,496	7,076	
Cleaning		-	-	
Motor and Travel Expenses		1,050	-	
Professional Fees		2,638	12,777	
Audit and Accountancy		5,353	4,840	
Training		3,151	8,446	
Interest		15,000	15,000	
Depreciation		3,561	1,551	
Bank Charges		398	411	
Board Costs		<u>19,999</u>	<u>17,512</u>	
		<u>469,112</u>		<u>473,947</u>
Net (deficit)-surplus		£(21,072)		£29,152

Statement of Financial Position as at 31st March 2020

	2020		2019	
	£	£	£	£
Fixed Assets				
<i>Tangible Assets</i>		29,504		7,051
Current Assets				
<i>Stocks</i>		6,133		5,546
<i>Debtors</i>		6,834		4,124
<i>Cash at Bank and in Hand</i>		1,722,353		1,567,892
		<hr/>		<hr/>
		1,735,353		1,577,562
Creditors: amounts falling due within one year		228,080		95,620
		<hr/>		<hr/>
Net Current Assets		1,507,240		1,481,942
Total Assets Less Current Liabilities		<hr/>		<hr/>
<i>Pension Fund Deficiency</i>		(475,000)		(632,000)
		<hr/>		<hr/>
		<u>1,061,744</u>		856,993
		<hr/>		<hr/>
Capitol and Reserves				
<i>Surplus Fund</i>		974,823		1,012,947
<i>Reserve Fund</i>		400,000		312,000
<i>Contingency Fund</i>		161,921		164,046
<i>Pension Fund Deficiency Reserve</i>		(475,000)		(632,000)
Shareholders' Funds		1,061,744		856,993

These accounts have been prepared in accordance with the special provisions relating to companies subject to the small companies regime within part 15 of the Companies Act 2006 and is in accordance with FRS 102 "The Financial Reporting Standard applicable in the UK and Republic of Ireland".

These accounts were approved by board on 14th August 2020.

DOVECOTES TMO ANNUAL GENERAL MEETING 10TH SEPTEMBER 2019 7PM MINUTES

Dovecotes Tenant Management Organisation Annual General Meeting Minutes

10th September 2019 7pm Dovecotes
Primary School, Ryefield, Pendeford

1. Chairs introduction to the meeting

Joan, Chair of the Board welcomed everyone to the Dovecotes TMO Annual General Meeting 2019. The top table were introduced at Andrew Slater Secretary, Ann Webb Treasurer, Martin Bradley Accountant and Amie Merry Chief Officer.

When entering members were given a copy of the agenda for this evening a copy of Dovecotes Annual Accounts and Annual Report. Over the past year Dovecotes has undergone changes both in the way tenant's homes are improved and how the service is delivered from the Housing Office.

In March this year a new Chief Officer was recruited. Amie Merry joins bringing with her a wide experience of working within a local authority and a national housing provider setting.

1.1 Annual Report

Amie Merry stated that over the past year Dovecotes has replaced 20 kitchens, redecorated 22 rooms for tenants aged over 65 or disabled and installed 19 new composite doors. She explained these works are funded through the surpluses of the TMO, where money left over from allowances (surpluses) are reinvested straight back into the estate.

In addition to staff changes and projects on the estate, Dovecotes have also been working closely with the council agreeing the new management agreement. The MMA document was shown and Amie Merry stated if anyone would like a more in depth look into the MMA she would discuss this with them.

1.2 Approval of Minutes AGM November 2018

Amie explained that the minutes of last years AGM had been circulated in the handout. The minutes were proposed as a true record by Sarah Harrison and seconded by Natasha Curtis Warner – Carried unanimously.

A presentation by Amie Merry, Chief Officer followed concerning the roles and responsibilities of the board. The future

plans for the TMO were also presented to members.

2. Martin Bradley GCN Annual Account

Martin introduced himself as a representative of GCN Accountants, the official auditors for Dovecotes TMO. Martin explained that although the members had been provided with an income and expenditure statement the balance sheet had not been included. Martin proceeded to take all members through the income, expenditure and statement of accounts for the TMO. It was stated that financially the TMO are in a very good position with a high level of reserves generated through unspent allowances.

3. Approval of the Annual Accounts

The annual accounts were approved unanimously by those present.

4. Continuation of GCN as auditors

Members present were asked to use their blue voting cards to cast their vote on the continuation of GCN as auditors for Dovecotes TMO. The vote was carried as a majority **VOTE 49** of 62 attending members voting in favour.

5. Tenant Board Member Rotational Stand Down

Three current board members, each serving 3 years stood down; Andrew Slater, Paul Lewis and Ann Webb. All three hold a tenant seat on the board and were thanked for their contribution and support.

Co-opted members who also stood down; Bekki Dutton, Liz Kerr, Cllr Sue Roberts MBE

6. Election of new board members

Members in attendance were asked to use their blue cards to cast their vote for each nominee. It was explained that the board have 3 vacancies for tenant representatives and one owner occupier representative.

- Andrew Slater – nominated for re-election in a tenant seat. Andrew is a former member of the board and acted as secretary. **VOTE 35**
- Ann Webb – nominated for re-election in a tenant seat. Ann is a former member of the board for 3 years and acted as treasurer. **VOTE 41**

- Ryan Pitt-Woodcock – New nomination for tenant seat, Ryan has lived on the estate since childhood and would like to do all he can to help make the estate better for everyone. **VOTE 49**

- Bekki Dutton – Co-opted member of the board nominated for tenant seat. **VOTE 42**

- Liz Kerr – Co-opted member of the board nominated for tenant seat. **VOTE 38**

- Paul Lewis – Former Board member is nominated for re-election in a tenant seat. **VOTE 41**

Councillor Susan Roberts MBE – Not a resident of the Dovecotes Estate but acts as co-opted board member as per the company rules. It was explained that the knowledge and experience that Sue brings to her role as a board member is beneficial to the estate. Although not legally required for a member vote, Amie asked for a show of hands in acknowledgement

of the board's decision to co-opt Sue back onto the board for another year. **VOTE 47**

7. Continuation under the 'Right to Manage' Regulations

Members proceeded to use their pink card to cast their vote on the continuation of Dovecotes TMO under the 'Right to Manage'.

VOTE 56 accepted as a majority of 62 members in attendance.

8. Free Raffle (board members excluded)

Tickets winning prizes 33/16/12/10/29/21

Meeting Closed 7.50pm Approx

Saturday 17th October 2020 1pm

Our AGM this year will be held in a marquee on the grass in Reapers Walk between our office and Dovecotes Primary School. A maximum of 25 attendees will be permitted to attend (max 30 people can attend due to government restrictions). If you would like to attend our AGM please book your ticket by calling 01902 552 780. Tickets will be given out on a first come first served basis. All attendees will receive a £10 Morrisons voucher.

Agenda

1. Chairs introduction to the meeting
 - 1.1 Dovecotes TMO Annual Report.
 - 1.2 Approval of Minutes of last AGM.
2. Annual Accounts presentation
3. Approval of the annual accounts and continuation vote of GCN as Auditors
5. Tenant Board Member end of term stand down
6. Nomination and election of vacant positions (2 Tenant 1 Owner occupier and 3 Coopted)
7. Member vote for continuation of Dovecotes TMO under the 'Right to Manage' regulations. 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.

All nominations for election to the management board must be received by 1st October 2020. Unfortunately, as a result of covid19 and UK Government restrictions only members with a ticket will be permitted entry to the meeting. Any other business must be notified 1 week prior to the 17th October 2020, no other business will be discussed other than that on the agenda and masks must be worn unless, due to a medical condition you have been advised not to

Board Member Elections

Joan Curtis



Joan has been involved in tenant activism since the 90's and was a founding member of Pendeford Tenants and Residents Association that evolved into the TMO. Joan has been Chair of the Management Board for the past 3 years ensuring that all Board members are using their own unique skills for the good of the organisation. Joan has played a pivotal role in ensuring all Board members contribute to discussions and the decision-making process.

'I have been a tenant living at Dovecotes since 1979. I would like to continue with the good work we have been doing to improve homes, safety and the services provided to our members'.

Andrew Slater



Andrew is one of the founding members of the TMO and an active campaigner for tenants' rights locally and nationally. As an executive member of the National Federation of Tenant Management Organisations, Wolverhampton Federation of Tenant Associations and former member of Wolverhampton Homes' Management Board. Andrew is a valued and respected Board Member of Dovecotes TMO serving as one of our co-opted members for the past year.

'I want Dovecotes to remain one of the best estates in the city. One that appreciates every person, keeps the community safe and fights for those who cannot fight for themselves'.

Liz Kerr



Liz has been a co-opted member of the board for 2 years. Now retired, Liz previously worked in the retail industry even working at Bobs paper shop on the Dovecotes Estate.

'Over the past 2 years I have thoroughly enjoyed working with my fellow board members in improving the estate. I have lived on Dovecotes for 39 years and see many changes in this time. I would love to continue as a board member to further my work on improving the service Dovecotes TMO delivers'.



Opening Hours

Monday 9.00 – 1.00pm

Tuesday 9.00 – 1.00pm

Wednesday 9.00 – 1.00pm

Friday 9.00 – 1.00pm

Please enter through the main entrance at the front of the building and exit through our rear entrance leading to our car park. We will operate the 2m social distancing guidance, markings on the floor will direct you where to stand. Due to the size of our reception area you may have to wait outside the building if we are busy.

We have installed hand sanitisers throughout the building and staff will be wearing personal protective equipment, please do not be alarmed this is for everyone's safety.

Please pay by card if you can. If you have an enquiry we ask that you call us first on 01902 552780 this will help to limit the time you spend in our reception.

Please note that as the circumstances surrounding covid19 is changing all the time we may have to change or close operations quickly. We will continue to update our Facebook and website www.dovecotestmo.com with any changes.

DOVECOTES



TMO

From the past, looking to the future



Membership Application Form



FULLNAME _____

ADDRESS _____

_____ POST CODE _____

TELEPHONE _____ Email _____ (not compulsory)

I WISH TO BECOME A MEMBER OF DOVECOTES TMO LIMITED. I AM OVER THE AGE OF 18 AND A LAWFUL RESIDENT IN A DWELLING WITHIN THE AREA OF DOVECOTES TMO LIMITED.

Please tick one of the following:

☐ I live in a property currently owned by the Council

☐ I am an owner occupier

AS A MEMBER I UNDERSTAND THAT THE LIMIT OF MY LIABILITY IS £1, COLLECTABLE ONLY IF THE COMPANY IS WOUND UP.

I UNDERSTAND THAT MEMBERSHIP IS NOT TRANSFERABLE & ONLY APPLIES WHILE I AM A RESIDENT OF THE DOVECOTES AREA

I UNDERSTAND THAT I CAN STAND FOR ELECTION TO THE DOVECOTES TENANT MANAGEMENT ORGANISATION (DTMO), MANAGEMENT COMMITTEE, AND NOMINATE OTHERS WHO WISH TO STAND

I UNDERSTAND THAT AS A MEMBER OF THE COMPANY I CAN VOTE IN THE ELECTIONS OF DOVECOTES TMO LIMITED AND AT GENERAL MEETINGS- (IF YOU ARE NOT A MEMBER YOU ARE NOT ALLOWED TO VOTE OR BECOME A CANDIDATE)

I UNDERSTAND THAT A FULL COPY OF THE RULES OF DOVECOTES TMO LIMITED WILL BE AVAILABLE TO ME ON REQUEST; A COPY IS AVAILABLE ON REQUEST FROM TMO OFFICE.

I AM INTERESTED IN BEING A MEMBER OF THE MANAGEMENT COMMITTEE OF THE TMO AND WOULD LIKE FURTHER INFORMATION

☐ Tick the box if yes

SIGNED _____ DATE _____

For official use only MEMBERSHIP No _____