

Dovecotes Tenant Management Organisation

Annual Report



**This Annual Report covers the period of April 2020 -
March 2021 detailing Dovecotes TMO's activities and
financial statement**



A message from the Chair

To say this year has been extraordinary would be an understatement. Sitting here writing to you about the last year seems very bizarre. Like you, there has been times that I have been scared, frustrated, annoyed but also very proud and humbled by the efforts and selflessness of our key workers and community hero's. It is in times like these that we see how neighbours and communities can come together.

Despite the coronavirus pandemic bringing unprecedented changes to all of our lives at the end of March 2020, I am proud to say that our annual report shows that we remain a strong and resilient organisation. Our focus of providing an excellent housing management service to our tenants has not changed. Our staff have worked continuously throughout lockdowns and restrictions, enabling us to continue to keep essential services going. In truth, I couldn't be more proud of the whole team including every board member who committed to keeping everyone safe and well.

Each year I report to you about the successes and challenges we have faced over the past year. Like all other businesses we have had to make adaptations and be flexible. We have continued to operate a cash payment service, a Christmas emergency food parcel and held community events at Christmas and Easter.

Keeping our customers and staff safe was a priority for us in 2020/21. Throughout the pandemic we offered weekly testing for staff and contractors and we have been fortunate not to have had any positive cases in our organisation. With a blended approach of staff working from home and at the office throughout both lockdowns we made a total of 3000 weekly calls to our most vulnerable tenants and received over 8000 calls via our mainline.

Unfortunately it hasn't been possible to deliver our improvement projects this year. However, as restrictions are eased and tradespeople can work in properties for an extended period of time it is my hope that later in 2021 we can recommence our kitchen improvement scheme, door replacements and redecoration programme. I would like to thank those tenants who have been patient and understanding, improving your homes is important to us and we will be in touch soon.

Very sadly, a number of residents living at Dovecotes have lost their lives to coronavirus, and on behalf of the TMO I'd like to offer my sympathy to their families and friends. Covid-19 is a horrible disease, and it reminds us what is important.

I would like to pay tribute to our staff, board, tenants and residents for their dedication, kindness, understanding and support. I hope you enjoy reading our annual report and as ever stay safe, well, and look after each other.

Joan

Our Board

The TMO Board is elected via the Annual General Meeting usually held in September each year. Board members that are elected into a tenant or owner occupier seats hold their position for 3 years. In addition to the 7 tenant and 2 owner occupier seats there are 3 co-opted board members who, via a nomination can be elected by the board for a period of 12 months. Within our board are executive roles, these are the Chair, Secretary and Treasurer. Our current board members are;

Joan Curtis - Chair

Ann Webb - Secretary

Sarah Harrison - Treasurer

Ryan Pitt-Woodcock

Bernard Curtis

Andrew Slater

Ste Webb

Natasha Curtis-Warner (owner-occupier)

Stuart Harrison

We would like to thank our former board members Councillor Susan Roberts MBE, Rebecca Dutton and Elizabeth Kerr for their contributions over the past year, they have all played an active role on our board and wish them luck in the future.

Do you want to make Dovecotes a better place?

As a resident or tenant living on Dovecotes you could apply to become a volunteer board member. Serving on our management board is a wonderful way to support the causes you care about.

Do you have the skills, experience and expertise to become a volunteer board member? Becoming a volunteer board member is a two way street. You get to 'give something back' but also gain strategic and management skills. We welcome members from all backgrounds and experience.

How do I join?

If you would like an informal discussion about becoming a board member you can call us on 01902 552780 or visit us at our office. Board members are available to speak to on Tuesday's and Friday's 10:30 - 12:30

Our Mission and Values

The service we provide to our customers is important to us. Our values underpin the culture within our organisation, they help guide employees and board members on the standards we expect from everyone.

We ask that when you are interacting with us you consider exhibiting our values yourself.

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

Do you have a story you would like to share?

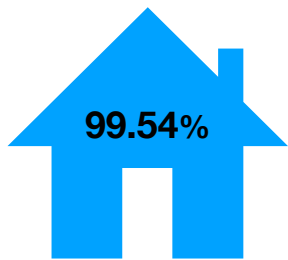
We communicate regularly with our members and hand deliver quarterly newsletters to every household on the Dovecotes Estate.

We are always looking for ways to improve our publications and if you would like to share a good news story or a memory from the past please contact us.

Previous editions can be found on our website www.dovecotestmo.com.

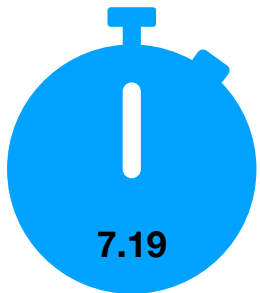
Performance

It is important to share with our tenants and members how we are performing as an organisation. We measure our performance using a number of key performance indicators including rent arrears and collection, voids, responsive repairs, letting times and customer satisfaction.



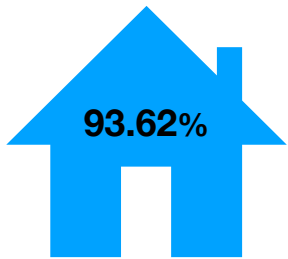
Tenant satisfaction - Target 96%

We have exceeded our target in this area, data shows that of those surveyed 99.54% of tenants were satisfied with the overall service concerning their repairs



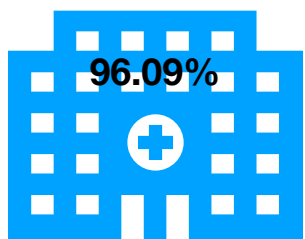
Average time taken to complete non-urgent repairs - Target 8 Days

Overall 7.19 days are taken to complete non-urgent repairs, exceeding the target of 8 days



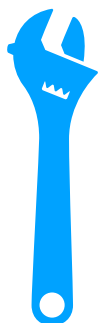
% of responsive repairs where an appointment was made and kept - Target 93%

We have exceeded our target in this area



% of emergency repairs completed on time - Target 96%

Despite the challenges of the pandemic we have met our target in this area



96.21%

% of routine repairs completed on time - Target 97%

Unfortunately we haven't met our target in this area, this is mostly due to the restrictions imposed by UK Government during the first lockdown



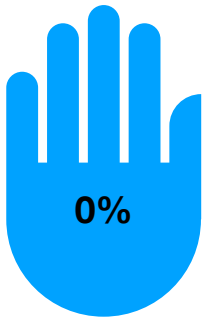
Void loss as a % of the rent roll - Target 1.5%

During the first lockdown contractors were unable to complete essential works in our void properties and as a result we were unable to meet our target in this area



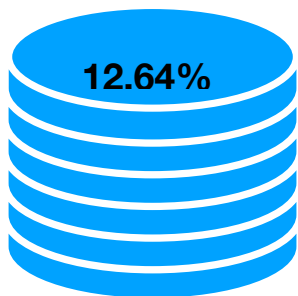
Average time to re-let housing - Target 28 days

We have exceeded our target in this area by almost 10 days



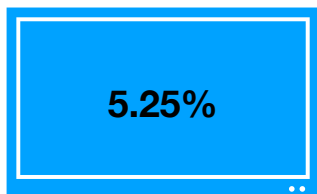
% of tenants evicted as a result of rent arrears - Target 1.5%

As a result of the UK Governments eviction ban Dovecotes didn't evict any tenants in 2020/21 as a result of rent arrears



% of tenants with more than 7 weeks (gross) rent arrears - Target 5.25%

Our performance in this area has been poor with the % of tenants in more than 7 weeks of rent arrears increasing from 7.02% last year to the current figure of 12.64%. Over the coming year the team will be working with tenants to manage their rent account and improve on performance



Arrears as a % of rent roll (cumulative) - Target 3%

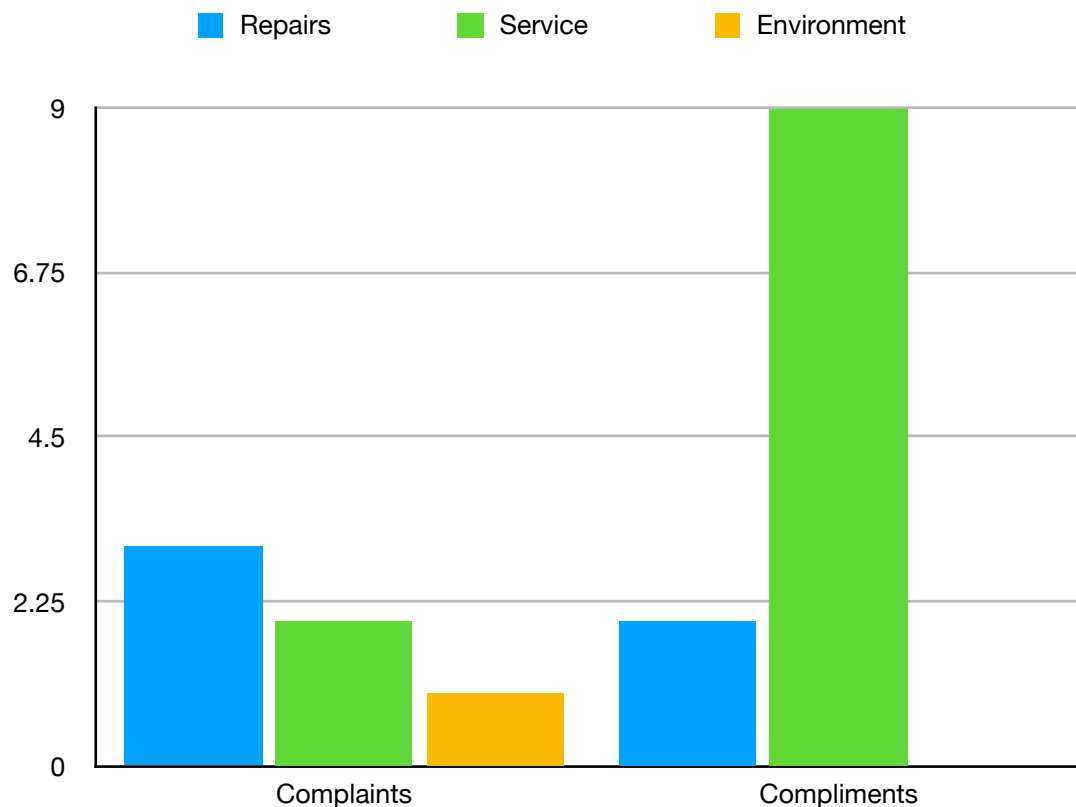
Unfortunately we haven't met our target in this area and will work hard on improving our performance in this area in the coming year

Chief Officer's Comments

I am pleased and proud to see that despite the challenges of the past year the team has managed to meet most of the key performance indicators set by the council. Over the next year the team will be working hard to improve our performance on rent and provide support to those who need it most.

Complaints

Each year we review our performance relating to how complaints are dealt with and identify areas for improvement.



The chart shows complaints and compliments made to the TMO in 2020/21

A total of 6 complaints were made to the TMO. All complaints were resolved at Stage 1 with no cases escalated to the City Council or Housing Ombudsman.

As well as understanding where we have gone wrong its also important to report where we have exceeded expectations and received a compliment for the service we have provided. In 2020/21 we received 11 compliments.

Estate Survey

Customer feedback is extremely important to us. As an organisation run by tenants we feel we have a good understanding of our community but, we are always looking for new ways to engage and learn from our tenants. You will have recently received an estate survey posted through your door. Surveys are an excellent way for us to discover opinions and what your priorities are so that we can adapt our service to meet the needs of our customers.

We are currently reviewing the surveys returned and will feedback to the community via an estate newsletter.

We would like to thank you for completing your survey and playing your part in making Dovecotes a better place to live.

Board Member Elections 2021

Unfortunately we weren't able to hold our annual general meeting (AGM) last year due to restrictions. In light of this you were unable to officially elect the board members you want to represent the organisation. Our board members serve a period of 3 years, once elapsed they can be nominated for another term, this is done prior to our AGM where they are elected via votes cast by members of the organisation. Members wishing to be re-elected this year are;

Joan Curtis - Joan currently serves as Chair of the TMO and has been heavily involved in tenants activism since moving to Dovecotes in the 1970's. A founding member of the Dovecotes Action Group Joan has a plethora of knowledge and experience in tenant management. Joan is passionate about putting Dovecotes tenants first and giving everyone a voice.

Stuart Harrison - Currently serving as a co-opted board member Stuart joined our board in November 2020. Stuart has lived on the estate for 19 years raising his 5 children with his wife Sarah. Stuart is committed to improving the environment and wants to use his time on the board to make Dovecotes a nicer and safer place to live.

Ste Webb - Currently serving as a co-opted board member Ste joined our board in October 2020. Previously a nurse working with patients in a stroke ward, Ste brings with him an understanding and appreciation of the physical and psychological issues faced by our most vulnerable tenants. Ste is passionate about building community spirit and increasing services for those who need them.

Bernard Curtis - A long standing and active member of the board, Bernard has been a driving force in negotiations with the council. Bernard is an assertive and committed member of Dovecotes always putting Dovecotes and its tenants first. Bernards knowledge and experience of tenant management and council practices makes him a valuable member of the management board.

Sarah Harrison - Currently serving as Treasurer of the TMO Sarah is a prudent and forward thinking board member with an eye for detail. Sarah has raised her children on the estate and now looks after her grandchild. Sarah knows first hand the difficulties faced by families and uses this to ensure that the little voices of Dovecotes are heard.

Natasha Curtis-Warner - Currently serving as our only owner-occupier board member, Natasha has lived on Dovecotes since she was a little girl. Employed in the retail and service industry Natasha uses her experience and skills to enhance the services provided by the TMO. Natasha is passionate about the environment championing action against fly-tippers, inconsiderate parking and dangerous driving.

If you would like to become a board member or would like more information please contact the local office. All nominations must be received by Wednesday 29th September 2021.

Dovecotes Tenant Management Organisation - Statement of Accounts

	2021	2020
Income		
Allowances	1,113,000	1,091,088
Other Income	13,683	1,161
Direct Costs		
Repairs to property	472,685	498,467
Programme work and maintenance	8,832	8,743
Door Programme	-	11,175
Alleyway programme	1,625	-
Environmental improvements	17,012	-
Tree's programme	6,100	-
Office improvement programme	25,000	-
Survey's	750	-
Kitchen programme	-	105,785
Ground work	1,820	1,176
Fly tipping	4,974	4,958
Stock movement	256	(587)
Hardship fund	<u>4,181</u>	<u>15,414</u>
	<u>554,373</u>	<u>645,131</u>
Gross Surplus	572,310	447,118
Bank interest received	<u>188</u>	<u>932</u>
	<u>188</u>	<u>932</u>
	572,498	448,050
Expenses		
Administration salaries	347,730	382,935
Rent and rates	750	829
Light and heat	1,750	1,750
Repairs and renewals	2,808	4,379
General administrative expenses:		
Insurance	10,848	13,748
Printing, postage and stationary	2,740	5,345
Telephone	3,140	2,490
Sundry expenses	6,234	6,496
Cleaning	-	-
Motor and travel expenses	3,435	1,050
Professional Fee's	3,548	2,638
Audit and accountancy	5,423	5,353
Training	1,483	3,151
Interest	10,000	15,000
Depreciation	8,575	3,561
Bank charges	355	398
Board costs	<u>12,727</u>	<u>19,999</u>
	<u>421,546</u>	<u>469,122</u>
Net surplus/(deficit)	£150,952	£(21,072)

Dovecotes Tenant Management Organisation -Statement of Financial Position as at 31st March 2021

	2021	2020
Fixed Assets		
Tangible assets	20,929	29,504
Current assets		
Stock	5,876	6,133
Debtors	29,441	6,834
Cash in bank and in hand	<u>1,821,776</u>	<u>1,722,353</u>
	1,857,093	1,735,320
Creditors: amounts failing due within one year	<u>153,961</u>	<u>228,080</u>
Net current assets	<u>1,703,132</u>	<u>1,507,240</u>
Total assets less current liabilities	1,724,061	1,536,744
Pension fund deficiency	(986,344)	(475,000)
	<u>737,717</u>	<u>1,061,744</u>
Capitol and reserves		
Surplus fund	863,548	974,823
Reserve fund	683,500	400,000
Contingency fund	177,013	161,921
Pension fund deficiency reserve	(986,344)	(475,000)
Shareholder funds	<u>737,717</u>	<u>1,061,744</u>

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 16th August 2021

Dovecotes Tenant Management Organisation Annual General Meeting Calling Notice

Wednesday 6th October 2021 6pm

Dovecotes Primary School

Agenda

1. Chairs introduction to the meeting

1.1 Dovecotes TMO Annual Repot

1.2 Approval of Minutes of last AGM - September 2019

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 (3 Tenant 2 Owner occupier and 4 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 29th September 2021

A buffet and refreshments will be provided to all members attending.



Be in for your chance of winning one of our amazing prizes you must attend our AGM. All members will receive 1 free raffle ticket for a chance to win;
£100 One for All Voucher
£50 On for All Voucher
And many more prizes.....



Dovecotes TMO Membership Application Form

FULLNAME _____
ADDRESS _____
_____ POST CODE _____
TELEPHONE _____ Email _____

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 - Please tick if yes

SIGNED _____ DATE _____

For official use only MEMBERSHIP No _____