

# Dovecotes TMO

## Merry Christmas Dovecotes

I want to start by wishing each and every person living at Dovecotes a Merry Christmas and a prosperous New Year.

I cast my mind back to this time last year, I wrote about enjoying spending time with family and friends after a year of worry and change, never did I expect for us to still be battling this pandemic and again be keeping our distance from loved ones.

There are many stories of how families have stayed connected despite the physical distance that coronavirus has imposed upon them. I have embraced the wonders of FaceTime and Zoom, speaking to family in Ireland whom I have been unable to see for some time. The comfort of seeing those whom we love and care for on a screen may not compensate for the warm hugs but, it goes a long way.

As we move into 2022 it is my hope that we will hold more events for our members to make new memories. We will continue to invest in tenants homes improving kitchens, carrying out external decorations and enhancing the safety and security of our properties by installing new heat detection monitors and replacing external lighting.

Take care and look after one another.

*Joan*



### Santa Comes to Dovecotes



### Dovecotes Primary School 'Terrific for Twos' Places Available



### Staying Safe Online This Christmas

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#### DECEMBER

Dovecotes TMO office closes to the public at 12:30 for the Christmas period

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#### JANUARY

Dovecotes TMO re-opens at 9:30am

#### EMERGENCY REPAIRS

If you experience an emergency over the Christmas period call Wolverhampton Homes Direct on 01902 552999

Dovecotes Primary school has Terrific for Twos places available now for eligible families.

We can offer:

- 15 hours free childcare for eligible families
- Early Education for your child, preparing them for their Nursery education giving them a good grounding for their future schooling.
- Fully qualified staff led by a Qualified Teacher. Your child will have activities tailored to their needs and interests!
- Support with Toilet Training and other areas such as learning to talk
- Priority access to our Nursery with children moving seamlessly into the Nursery class.

Please pop into the school office or phone 01902 558284 for more information and to find out whether you are eligible!



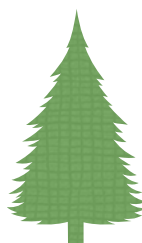
## Santa Comes to Dovecotes

Ho Ho Ho! This December Santa came to Dovecotes spreading his Christmas joy to one and all. Santa was able to see over 130 children who were all given a present by the big man himself.

We would like to thank Councillor Collinge and Councillor Roberts who both donated ward funds to help fund this event and a Christmas hamper delivery to our most vulnerable tenants. We would also like to thank MP Jane Stevenson who made time for a chat with Santa herself.



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# Online Shopping and Keeping Yourself Safe This Christmas

**This month Suzanne and Heather from Public Protection are talking about safe online shopping.**

Both time and money are short as Christmas approaches. Make sure you're not left out of pocket by following our shopping tips below.

- If you are using a website or a seller you haven't used before, take a moment to do some checks. Does the website look authentic? Are there lots of spelling mistakes, pictures and five star reviews? Don't believe everything you read as it might not be genuine. For more information on how to spot a fake review visit [www.which.co.uk/reviews/online-shopping/article/online-shopping/how-to-spot-a-fake-review](http://www.which.co.uk/reviews/online-shopping/article/online-shopping/how-to-spot-a-fake-review)
- Is the site and method of payment used secure? Look out for https:// and the closed padlock.
- Avoid payment by bank transfer. Payments made by this method can be extremely difficult and often impossible to recover if something goes wrong with your purchase. If you are purchasing an item over £100 in value and you have a credit card, consider using this instead. If the retailer ceases trading or there is a fault with the product, you can contact your Card Provider for a remedy under Section 75 of The Consumer Credit Act 1974. Visa debit-cards, Mastercards and AMEX also offer a chargeback guarantee. Report issues as soon as possible to your Card Provider and raise a complaint with them.
- Take a moment to read the terms and conditions linked to "free trials or free memberships". These are often time limited and require cancellation within a certain timeframe to avoid automatic payment.
- Make a note of the courier and the expected delivery date for your items and retain invoices, receipts, guarantees and instruction manuals.

Report any concerns regarding fake websites to Action Fraud 0300123 2040, <https://www.actionfraud.police.uk>

For advice on your Consumer Rights contact the Citizens Advice Consumer Service freephone 0808 223 1133



# Your Local Councillors

## Councillor Adam Collinge



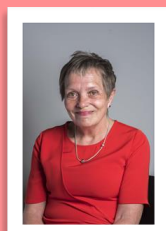
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"Firstly, I want to wish everyone a Merry Christmas and a Happy New Year. I am thankful to everyone who makes such a difference supporting each other locally; this community spirit was on full display at the recent Santa's Grotto organised by the TMO; I was really pleased to support. It is a pleasure to work alongside the TMO. There is lots to do! Residents deserve the best; it's an honour speaking in support of our local area.

I will continue work in 2022 to seek better road maintenance (and was pleased to see Alderford Close has been programmed for surface treatment in 2022), better grounds and tree maintenance, repairing pavement root damage and improved street lighting. I am seeking more support to tackle fly-tipping and ASB. I look forward to working with local schools next year, seeking more local opportunities for residents and supporting various community initiatives, including the TMO's local litter picks.

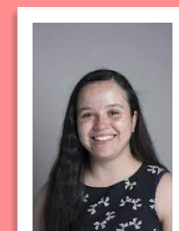
Due to recent Covid changes, the advice is to limit contact via ward surgeries, unless residents need to arrange a face-to-face meeting. I am happy to arrange this wherever needed. Once guidance has relaxed, I will fully reopen surgeries at Dovecotes TMO and Pendeford Library ASAP and update. As ever, residents can contact me on 07971 837234 or email [adam.collinge@wolverhampton.gov.uk](mailto:adam.collinge@wolverhampton.gov.uk). In the meantime, stay safe and I wish everyone well."

## Councillor Susan Roberts MBE & Councillor Claire Simm



 Labour

We would like to start by wishing everyone a Merry Christmas and a Happy New Year. We are always amazed by the seasonal spirit and goodwill of our constituents and want to reassure you that despite the challenges that the global pandemic has placed society we are still here for you.



 Labour

Sue Roberts MBE

"Over the past year I have been working on improving the environment of Dovecotes, specifically the car parks. For years the parking facilities haven't been cleansed, constituents complained about litter, lighting, and were generally unsatisfied by the service provided by the council. Following negotiations with the council I have been able to secure an ongoing cleansing schedule that supports the TMO with their improvement programmes to make Dovecotes a better place to live.

As Chair of Health and Scrutiny I am working on the service provided by local GP surgeries specifically how easy it is to get through to surgeries to book appointments. The work completed by Healthwatch has provided us with evidence based data to develop an action plan to improve health services for people living in Wolverhampton".

Although we are currently limited on holding surgeries we would like to reassure you that if you do need help then we are here.

Sue Roberts - 07811 754920  
[susan.roberts@wolverhampton.gov.uk](mailto:susan.roberts@wolverhampton.gov.uk)

Claire Simm - 07811 755119  
[claire.simm@wolverhampton.gov.uk](mailto:claire.simm@wolverhampton.gov.uk)

# Are you ready for Winter?

Warmer Homes West Midlands can help you prepare.

## Our services



**General advice and support on the phone** - we can provide tips on keeping warm, how to keep energy costs down and debt advice.

**Home Energy Visits** - we can visit homes to provide support in person. We can fit small energy saving measures and offer advice.

**Grants for energy efficiency improvements** - we can help client's access grants for heating and insulation.

**Income maximisation**, including benefits checks - we can also facilitate 3-way phone call negotiations with energy companies and customers to help solve debt issues.

For free and impartial advice, contact our friendly team



0808 196 8298



[warmerhomeswm@mea.org.uk](mailto:warmehomeswm@mea.org.uk)



For more information about Warmer Homes West Midlands, visit [www.warmerhomeswm.org.uk](http://www.warmerhomeswm.org.uk). Warmer Homes West Midlands is a partnership between registered charities Act on Energy and Marches Energy Agency, with MEA covering Dudley, Sandwell, Walsall and Wolverhampton and AoE covering Birmingham, Coventry and Solihull.

TOGETHER WE MAKE " **EVERY MOMENT MATTER** "

Thank you Dovecotes TMO for raising

**£333.93**

## Dovecotes Raises £333.93 for Macmillan

We want to thank everyone who attended our coffee morning and helped us raise a huge £333.93.

# Asbestos Surveys - Expect A Call

Dovecotes TMO has commissioned Lucion Environmental Ltd to undertake asbestos management surveys on all tenanted properties. The survey will enable us to collate property specific data and up to date information concerning the location and grade of asbestos in homes. We will use the survey to mitigate delays and help us to deliver a better repairs service to tenants.

We are currently in the process of contacting tenants to arrange appointments, if you have not been contacted to book your survey you will receive a call in the New Year.

If you would like any further information please contact us on 01902 552780

## Abandoned Cars and Parking

The design of the Dovecotes estate is such that there are several car parks providing much needed parking facilities for residents. Car parking areas on the estate all operate on a 'first come, first served' basis.

Tenants do not need permission to park at their own dwelling, as long as they comply with the tenancy agreement and ensure that the vehicle has valid road tax, a valid MOT certificate and a valid motor insurance certificate. But, all vehicles must be parked in an appropriate place such as a hard standing, in a garage or in a specific allocated space such as a disabled parking bay or a designated Council car park.

By the term vehicle we mean: a car, caravan, motorcycle, minibus, trailer, trailer tent boat, transit van. For any other vehicle above a Class A, such as a lorry, or a commercial van will require the TMO's written permission before it can be parked on Council land.

Regardless of your occupier status if you have a vehicle parked on council land it must be taxed and have a valid MOT certificate. If a car is registered as SORN it MUST NOT be stored on a council car park.

Vehicles parked on council land that do not hold a valid MOT or tax and do not have permission of the TMO to be stored, will be removed.



# Household Waste and Recycling

Reminder on how to dispose of your waste responsibly:

To check what materials **can go** in your general waste bin, and to check what items can't be **recycled** please visit:

[www.wolverhampton.gov.uk/recycling-and-waste](http://www.wolverhampton.gov.uk/recycling-and-waste)

**Remember:** If you are in any doubt whether an item can be recycled **don't put it in the recycling bin**, and double check on the Councils website.

Excess waste can be disposed of at the councils Household Waste and Recycling Centres (tips).

To find details of the two sites at Shaw Road and Anchor Lane, along with the **Spring operating hours** and details of what materials can be taken to the Household Waste and Recycling Centre (tip) please visit:

<https://www.wolverhampton.gov.uk/recycling-and-waste/tips>

## HWRC (Rubbish Tips) Christmas & New Year Opening Times

Open as usual until Friday December 24 from 10am - 4pm. They will be closed on:

Christmas Day - Saturday 25 December

Boxing Day - Sunday 26 December

New Year's Day - Saturday 1 January



## MIXED RIGID PLASTICS INCOMING SPECIFICATION



**ACCEPTED** ✓

**ACCEPTED** ✓

- Crates and Boxes**
- Collapsible Crates**
- Pallets**
- Trays**
- Garden Furniture**
- Water Containers**
- Buckets, Bowls and Basins**
- Bin and Recycling Boxes**
- Yellow Gas Pipes**
- Orange Construction Hoarding**
- Traffic Cones**
- Safety Barriers**
- Blue Water Pipes**
- Black Rigid Pipes**
- Acrylic/Polycarbonate and Correx Sheets**
- Children's Large Garden Toys**

All material must be consigned in accordance with the Duty of Care Regulations and the Environmental Protection Act and must be accompanied with the correct paperwork.

### Other examples of Unacceptable Plastic Items

- Plastic products with textile padding and metal frames still attached
- Electrical Goods - TVs, computers, hair dryers, drills, vacuum cleaners etc
- Garden Furniture with metal contamination
- Large Children's Toys with metal contamination (bikes, scooters etc)
- Food Contaminated Packaging
- Containers for hazardous chemicals that have not been appropriately washed and cleaned

### Plastic loads with the following materials will not be accepted:

- Wood, Metal, Cardboard, Inert material (Concrete, Soil), Chemicals / Oils, Paint, Paper, Fibre Glass Products, Textiles, General Waste Products, Mattresses, Sofas, Plasterboards
- Any items over five feet in length
- All loads will be inspected prior to, after tipping and during processing. Any loads found to be non conforming will be deemed unacceptable and at the absolute discretion of CO2G either:
  - Entire load rejected or
  - Non conforming, contaminated items separated from rest of load ready for collection by you.

**N.B. ALL NON CONFORMING ITEMS REMAIN YOUR RESPONSIBILITY. IF THEY ARE NOT COLLECTED WITHIN 14 DAYS THEY WILL BE DISPOSED OF AND THE FULL COST OF DISPOSAL INVOICED TO YOURSELF AND PAYABLE WITHIN 10 DAYS. IF PAYMENT IS NOT RECEIVED WITHIN 10 DAYS IT WILL BE FORWARDED AND THE ENVIRONMENT AGENCY INFORMED THAT YOU HAVE NOT COMPLIED WITH YOUR DUTY OF CARE OBLIGATIONS.**

Failure to conform will also mean further deliveries will not be accepted.



## NOT ACCEPTED X

IF IN DOUBT LEAVE OUT and ask your supervisor

**NOT ACCEPTED X**

IF IN DOUBT LEAVE OUT and ask your supervisor

- PVC**
  - Pipes with PVC liners
  - Doors
  - Window Frames
  - Gutters
  - Fences
- Child Car Seats**
- Silicon Containers**
- Film**
  - Film including Carrier Bags & Packaging
- Nylon Seat Beds**
- Car Bumpers**
- Rubber Pipes, Balls etc**
- House Pipes**
- Benches Off The Floor**
- Children's Toys**
  - Toys with metal or electronic parts
- Oil or Fuel Containers with Residue**
- Any Items with excessive oil or paint contamination**
- Tops, VHS Tapes, CDs or DVDs**
- Any Drink Bottles**
- Vacuum Cleaners and Attachments**
- Softboxes**
- Coat Hangers with any Metal**
- Thermal Flasks**
- Wheel Trims**

**Fly tipping**

**See it.  
Report it.  
Spend it.**



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**Give us information that leads to a  
fine and you will get a £100 gift card.**

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[www.shopatipper.com](http://www.shopatipper.com)

CITY OF  
WOLVERHAMPTON  
COUNCIL



**Bin your  
rubbish or  
arrange a  
collection**

## **Dovecotes TMO Christmas Opening Hours**

Monday 20th December 2021 - Cash Opening Hours 09:30 - 12:30

Office Phone Lines 09:00 - 16:30

Tuesday 21st December 2021 - Cash Opening Hours 09:30 - 12:30

Office Phone Lines 09:00 - 16:30

Wednesday 22nd December 2021 - Cash Opening Hours 09:30 - 12:30

Office Phone Lines 09:00 - 16:30

Thursday 23rd December 2021 - Office Closed to Public

Office Phone Lines 09:00 - 13:00

Friday 24th December 2021 - Monday 3rd January 2022 - Office Closed

Tuesday 4th January 2022 - Return to Normal Opening Hours



## **Dovecotes Tenant Management Organisation Contact Details**

General Enquiries and Repairs

Tel: 01902 552780

Email: [dovecotes.TMO@wolverhampton.gov.uk](mailto:dovecotes.TMO@wolverhampton.gov.uk)

Facebook: @dovecotes

Website: [www.dovecotestmo.com](http://www.dovecotestmo.com)

Dovecotes TMO Board Email: [dovecotestmo1@gmail.com](mailto:dovecotestmo1@gmail.com)