

# Dovecotes TMO

Dovecotes Tenant Management Organisation



## A message from the Chair

As the evenings begin to get lighter and the air is filled with the sound of nesting birds the smell of spring fills the air around Dovecotes.

March is an exciting time for us, we review the work the TMO has done over the past year and sit with my fellow board members to decide what our priorities will be for 2022/2023.

Improving tenant's homes has always been at the heart of everything we do at the TMO. We take great delight in the quality of our homes about how proud our tenants feel to live on a TMO managed estate. We will continue to keep you informed and hand deliver quarterly newsletters to each home on Dovecotes.

As always, take care and look after one another.

*Joan*

### NEW OFFICE OPENING HOURS

Monday, Tuesday &  
Friday  
9:00 - 4:00  
We close for lunch 1:00-  
2:00

### CONTACT US



01902 552780

### WRITE TO US



Dovecotes TMO,  
Ryefield, Pendeford,  
WV81UD

Dovecotes.TMO@wolver-  
hampton.gov.uk

### Introducing Ian Howroyd



### Dovecotes Household Support Fund



### Dovecotes Easter Event



**Join Us for Our  
Monthly Litter  
pick  
Tuesday 5<sup>th</sup> April  
2022 @ 10.00am  
Meeting Outside  
The Housing  
Office**

## Warmer Homes

Warmer Homes West Midlands works with households in the Walsall, Wolverhampton, Dudley, Sandwell, Birmingham, Solihull and Coventry area who are struggling with household heating costs.

Dovecotes TMO has teamed up with Marches Energy Agency to support tenants with:

- 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.

If you would like more information or to be referred for support, please contact us on 01902 552 780.

## Our Opening Hours are Changing

We made changes last year to how we opened our office during covid19 pandemic. Now, as life slowly returns back to normality, we have decided to increase our opening hours.

From Monday 7th March 2022 we will be open

MONDAY	9:00 - 1:00	2:00 - 4:00
TUESDAY	9:00 - 1:00	2:00 - 4:00
WEDNESDAY	- CLOSED -	
THURSDAY	- CLOSED -	
FRIDAY	9:00 - 1:00	2:00 - 4:00

Our staff are available via the phone all week between 9-4.30pm Monday to Friday

\*we close for lunch between 1pm & 2pm daily.

**Our Office will be closed 15/18/19 April for the Easter Bank Holidays**

## RENT INCREASE THIS APRIL

City of Wolverhampton Council completed a review of rent and service charges following online consultation with tenants and leaseholders in addition to feedback from Council's managing agents.

In line with Government guidelines, the Council's Cabinet decided at its meeting on 19 January 2022 to increase rents by the Consumer Price Index (CPI) at 3.1% plus 1%, meaning rents will increase by 4.1%.

Customers claiming Universal Credit, will need to provide the Department for Work and Pensions (DWP) with the information contained on their letter. They can do this themselves, online by updating their Universal Credit claim journal. They should complete the 'Confirm your housing costs' to-do, on the 'date of change' or as soon after 4 April 2022.



# Apply For Help Via the Household Support Fund

Vulnerable households in Dovecotes can now access the support fund to help them with essential household costs over the coming months as the country continues its recovery from the coronavirus (COVID-19) pandemic.

To be eligible for a payment through the Household Support Fund, you must:

- live in Wolverhampton
- be aged 16 or over
- be in receipt of benefits or be on a low income (earning less than the National Living Wage of £9.50 per hour), and able to evidence this.

Accepted benefits are:

- Universal Credit
- Working Tax Credit/Child Tax Credit
- Employment and Support Allowance
- Jobseeker's Allowance
- Income Support
- Pension Credit
- Housing Benefit
- Council Tax Support.
- not have access to any funds that can be relied on to meet the need you are applying for, and where you would be left with insufficient resources which would cause serious risk to your own, or your family's, health, or safety.

Call us on  
01902 552780



We can help you with food, energy and water, essentials linked to energy and water, transport-related costs, housing costs in exceptional circumstances and wider essentials such as phone bills, broadband and clothing.

We may be able to help with other eligible items under the Household Support Fund guidance not covered by the above categories. To find out more call us on 01902 552780



## 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!**

### Set Up a Direct Debit and Win

Dovecotes is offering tenants on the estate the chance to win £100 by setting up a direct debit this March and April.

Visit [www.wolverhamptonhomes.org.uk/my-home/rent/payment-options/](http://www.wolverhamptonhomes.org.uk/my-home/rent/payment-options/)

To set yours up today call us to be entered into the prize draw

**£100**

# TIME TO TACKLE THE GARDEN?

This month Suzanne and Heather from Public Protection are providing some handy tips on safety in the garden and on the best ways to dispose of garden waste.

- Lock garden tools away in a shed or other secure area, and never leave electrical equipment plugged in when not in use.
- Keep chemicals such as weed killer and fertiliser out of reach of young children, and always keep them in their original containers - never be tempted to transfer them to food jars or drinks bottles.
- Make sure you always use an electrical circuit breaker (RCD) when using electrical lawn mowers, hedge trimmers and power tools outdoors.
- Drowning – Babies and toddlers can drown in as little as 5cm of water, so supervision around ponds is essential.
- Also think about neighbour's gardens. Young children can wander off into them and drown in garden ponds.
- Check plant labels for toxicity warnings
- Use gloves when pruning or weeding and keep skin covered
- Keep a watchful eye on children and pets when playing near growing plants
- Keep uprooted plants and pruning cuttings out of reach of children and pets.

Here are some useful links offered by The Royal Horticultural Society on poisonous plants : [Potentially harmful garden plants / RHS Gardening](#), and CAPT (Child Accident Prevention Trust) who have a handy Garden Safety quiz to see how safe your garden [www.capt.org.uk/Handlers/](http://www.capt.org.uk/Handlers/)

If you are thinking of sprucing up your garden, please be aware that anyone you engage to remove the waste for you is legally required to have a Waste Carriers License. You should request that they provide you with a receipt for the type of waste, details of where the waste will be disposed of and details of their Waste Carriers License. Details of their Waste Carrier's License can be checked by visiting [environment.data.gov.uk/public-register/view/index](http://environment.data.gov.uk/public-register/view/index)

In the event that you discover asbestos in your garden, shed or home, you can phone or e-mail Wolverhampton City Council's Contractors who will advise you how it can be removed safely contact tel 01902 554220 E-mail [asbestos@wolverhamptonhomes.org.uk](mailto:asbestos@wolverhamptonhomes.org.uk)

City of Wolverhampton Council offers a Garden Waste Collection Service from Purple Bins. Further details on this service can be found by visiting: [Garden Waste Collection Service | City of Wolverhampton Council](#)

If you need to dispose of excess waste, check details on what is permitted along with operating hours of the sites at Shaw Road and Anchor Lane, by visiting [www.wolverhampton.gov.uk/recycling-and-waste/tips](http://www.wolverhampton.gov.uk/recycling-and-waste/tips).

Remember , If you have larger items, you can arrange a **bulky household collection**, please visit: [www.wolverhampton.gov.uk/recycling-and-waste/book-bulky-item-collection](http://www.wolverhampton.gov.uk/recycling-and-waste/book-bulky-item-collection)

## ENJOY A SAFE TIME IN THE GARDEN THIS SPRING

# Introducing Ian Howroyd, Dovecote's new Estate Maintenance Operative

Ian joined the TMO in January with over 35 years plumbing experience and a multi-trade background. It doesn't take long when in the company of Ian to realise his passion for diagnosing repairs, repairing defects, and providing excellent customer service.

At Dovecotes we receive plumbing repair requests daily. We sat down with Ian and asked about his most common repairs, preventative measures we can all take to avoid man made plumbing issues and what he likes most about working for Dovecotes TMO.



## **Ian, in your 35 years 'experience of plumbing what is your most attended plumbing repair?**

Blocked pipes, I attend these all the time with most of them being due to wet wipes and non-flushable materials being flushed down the toilet.

I have turned up to clear a blocked pipe so many times where there is a mini fatberg formed in the waste, it sets like concrete and can be difficult to clear. When you've seen one it's enough to make you always think twice about what you are putting down the drain.

## **What is your favourite thing about working for the TMO?**

The team. I am a team player and although I have only been here a short time, I feel like I have been here for years.

## **How can tenants help you in completing a repair in their home?**

The best thing a tenant can do is clear the area where I need to complete the repair, I understand that in emergencies this can be difficult but with plenty space to work I can make sure I get the job right and in half the time.

## Ian's Do's & Dont's

As a regular feature Ian will be providing you with his "Do's and Dont's" to help you with your everyday plumbing needs.

**DO** – clean your taps regularly, especially when you notice black film building up on the spout, this is normal but if not cleared it can create a problem further down the line

**DON'T** – put food waste into the drain, I attend a lot of call outs where rice and spaghetti has been put down the drain when this should be put in the bin.

**REMEMBER** – When returning from a week's holiday flush your taps, shower and other water outlets for 2 minutes to clear the system.

## Asbestos Surveys

Last year Dovecotes TMO 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 those tenants who have not responded to letters and calls. If you have not booked your survey, call us to arrange this on 01902 552780.

*Don't delay get your asbestos survey booked today*

# NEIGHBOURHOOD WATCH HOME SECURITY CHECKLIST



Supported by

**ERA**

## Leaving your home?

Use this handy checklist to ensure it is left safe and secure.

## THINK WIDE(N)

-  **WINDOWS LOCKED**
-  **INTERIOR LIGHTS ON A TIMER**
-  **DOORS DOUBLE OR DEADLOCKED**
-  **EXTERIOR LIGHTS ON A SENSOR**
-  **(NEIGHBOURS) KEEP AN EYE OUT**

### WINDOWS

- Are your windows closed and locked?
- Are your window sensors activated?
- Have you secured your garage and shed windows with locks?

### DOORS

- Is your front door double or deadlocked?
- Are all the doors to your home locked?
- Are your door keys kept out of sight (but to hand in case of emergency)?

### INTERIOR

- Are your inside lights on a switch timer or smart bulb with timer?
- Is your home alarm on?
- Are your valuable items such as jewellery, car keys, laptops, iPads, cash and phones out of sight?
- Are your chargers and cables for laptops/iPads out of view?
- Have you created a written and photographic record of any items of value (financial or sentimental)?

### EXTERIOR

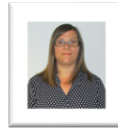
- Are your outside lights on a sensor?
- Have you cut down tall hedges around the outside of your home?
- Is all packaging from expensive items i.e. laptops, tablets, phones, games consoles out of sight?
- Are your vehicles locked and valuables removed?
- Are your sheds, side gates, garages and outbuildings locked?
- Are items that can be used to break in, i.e. bricks, rubble, ladders, garden equipment put away?

### NEIGHBOURS

- If you are going away for a while, have you let your neighbours know?
- Have you joined your local Neighbourhood Watch group? [Find your local group here.](#)



## Dovecotes TMO Housing Management Team



**Our Housing Team is here to support you as Dovecote's residents. We want to help ensure your time as a tenant living on a TMO run estate is always a happy one providing you with support, advice, and assistance when you need it.**

The Housing Team are here to answer all your tenancy queries and are on hand to help with the day-to-day management of your tenancy.

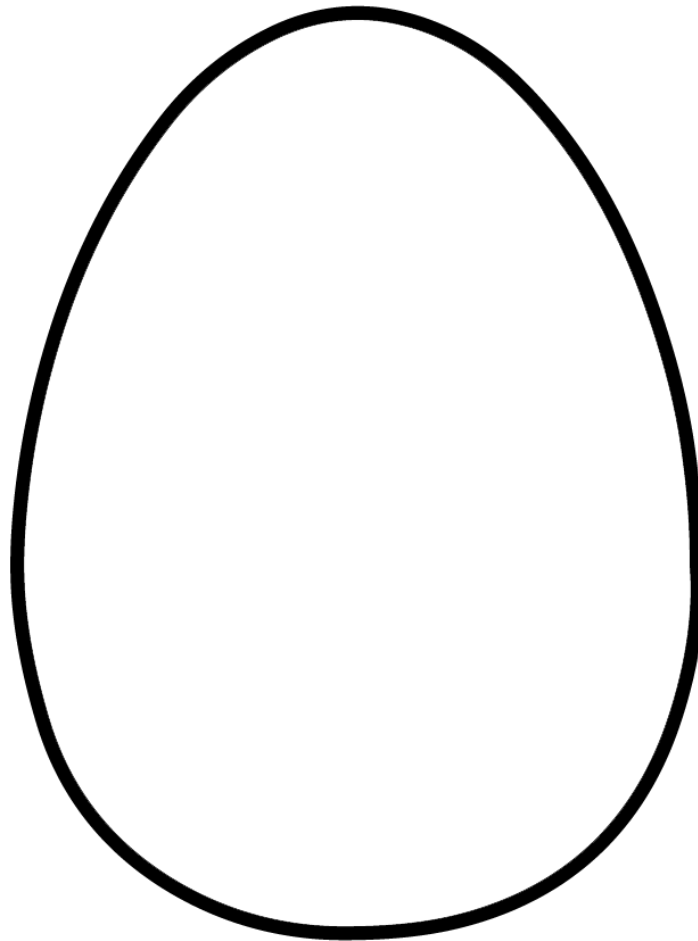
The team consists of:

Senior Housing Management Officer - Sarah Reay

Housing and Tenancy Management Officers - Lisa Colucci and Karen Smith

Household Support Officer - Claire Jackson-Jones

## Easter Egg Colouring Competition



Design your own Easter egg and hand it into the Housing Office before 13<sup>th</sup> April to win a special prize

Categories (tick) 0-3 years 4-7 years 8-11 years



## BONNET PARADE

Come and join us on

Wednesday 13<sup>th</sup> April 2022

11 AM – 1 PM – Refreshments will be available

Located in the Board Room – Entry via rear car park

Ages up to 11 Years

PLEASE CALL 01902 552780 TO BOOK YOUR PLACE

## SUPER FUN ACTIVITIES

ALL BONNET WEARERS RECEIVE AN EASTER EGG

EASTER BONNET MAKING

CRAFTS

EASTER EGG HUNT

FACE PAINTING

Happy  
Easter

