

# Dovecotes TMO

## Summer 2022 Newsletter

### A message from the Board

It isn't very often that we, as a collective write to you but we wanted to take this opportunity to reassure you all that we are here for you. We listen, assess and react to deliver a housing service that meets the needs of the community.

The cost of living crisis in recent months has affected 9 in 10 adults across the country. With spiralling energy, fuel and food costs coupled with a 4.1% rent increase imposed by Wolverhampton City Council this year we understand that our tenants are struggling now more than ever. In acknowledgement of the increased support our tenants needed, we recruited a Housing Support Officer in April this year. We have increased our Hardship Fund, created valuable partnerships with external agencies offering help with utilities and accessed funding supplied through the UK Governments Housing Support Fund to help those most in need with essential items.

Each year we provide trips and events for our members. We allocate a small amount of our allowances to deliver events at a subsidised cost making our days out affordable and an opportunity for you to make memories together. The feedback from the estate survey in 2021 revealed that you preferred seaside trips. This year we have arranged day trips to Colwyn Bay, Barmouth and Blackpool. We look forward to enjoying a lovely day out with you.

Proving as popular as ever all our day trips have now sold out but, keep checking our social media for other events throughout the year.

Finally, we would like to remind you that in the coming weeks tenants and leaseholders will receive a ballot slip. Every 5 years we are required under the Right to Manage Regulations to ballot all tenants and leaseholders to confirm by way of vote for Dovecotes TMO to remain as the managing agent for the estate. We hope that over the past 16 years we have proven that living on a TMO run estate provides you with a better and more responsive housing and repairs & maintenance service.

As always take care and look after one another,

*Dovecotes TMO Management Board*



#### **Dovecotes Summer of Fun**

Tickets for our  
summer trips are  
sold out



#### **Dovecotes TMO Gardening Competition**

Enter our gardening  
competition this  
year



#### **Vote TMO**

Dovecotes 5 year  
Ballot begins 27th  
June 2022

# Vote TMO this Summer

Under the 'Right to Manage' regulations Dovecotes TMO is required to carry out an estate wide vote every 5 years to remain as managing agents of the estate.



## Why vote TMO?

We have been successfully managing the estate for 16 years, providing a responsive and local housing service. Whilst other housing providers in the city have scaled back operations moving more and more services online you can be reassured this won't happen at Dovecotes. We have continued to provide a face to face housing service despite the challenges over the past couple of years and retained a cash taking facility.

As a local organisation managed by a board of tenants with the skills and knowledge of the day to day challenges our tenants experience, their influence underpins our ability to set strategies for the estate that meet the needs of the community. Additionally, as a locally based housing service we are better enabled to respond to community issues and mobilise our resources quickly and efficiently.

We have made investing in homes a priority and use surplus allowances to install new kitchens, replace external doors and carry out an internal redecoration projects for over 60's and disabled tenants. It not just been internal improvements,

over the past year we have replaced front elevation canopies and to improve security have installed new external lighting.

The Grenfell Tower fire called to action housing providers to reevaluate how they deal with fire safety. Despite there being no high-rise accommodation at Dovecotes we decided to review the current fire detection equipment in tenants homes. As a result we invested more than £50,000 installing new heat detection alarms to warn tenants of danger quickly and allow more time for evacuation.

We are a community organisation which is why we work so hard to provide enrichment through events and trips. As the managing agent of the estate we have pledged to provide day trips, Santa events, Easter activities and many more. Tenants not living on a TMO run estate do not have access to such opportunities.

Finally, as a tenant living on a TMO run estate you can be a member of the management board and help to set estate priorities, business objectives and respond strategically to improve tenants lives.

Vote YES to TMO

## 5-YEAR BALLOT FAQ'S

### When will the ballot begin?

The ballot will run for three weeks starting Monday 27th June 2022

### Who gets a vote?

Each tenant, joint tenant and leaseholder

### Will the TMO have more responsibility?

No, the terms of the management agreement will not change.

### What will happen if the TMO don't get the vote?

All tenancy management and repairs and maintenance services will transfer back to Wolverhampton City Council. The additional improvement works, cash and reception facility, community events and all other hardship fund related activities and support provided by the TMO will end and you will no longer have a local office on the estate.



# Responsibilities of the TMO

A TMO is one of many ways in which tenants can influence how the housing service in their area is managed. No two TMOs are the same. We were created by an existing Tenants and Residents Association 16 years ago who, at that time balloted the whole estate under the 'Right to Manage' regulations (this is a legal right for Council tenants to manage the homes they live in).

We are regularly asked about grass cutting and fly tipping which are still managed by the City of Wolverhampton Council. When setting up the TMO the management board set out very specific responsibilities such as repairs, tenancy management and lettings. Overtime, in collaboration with the council these responsibilities can be expanded based on community and board interest.

At Dovecotes we employ our own staff. Tenant board members are at arms length from day to day service delivery but set the strategies and review performance of the organisation.

Most tenants know the TMO is responsible for repairs, maintenance and managing tenancies. However, you may be new to the estate or want clarification on what we do.

- Allocating properties - Properties are advertised through Homes in the City, once bidding closes we are sent a shortlist of applicants whom we contact and arrange to view and sign up. Applications are reviewed and offers are made in order of priority. We have no influence on who is allocated a property, this maintains a fair and transparent process.
- Parking area's - We use the surpluses of the TMO to invest in the estate but are not responsible for the maintenance of car parks. We have when required arranged hot spot clean ups but primarily Wolverhampton Homes are funded to do this by the council.
- Gas Servicing - All gas related services including replacements are the responsibility of the council and completed by Wolverhampton Homes.
- Trees - We are not responsible for tree's but allocate a small fund each year to remove or prune tree's
- Lights - Street lighting is the responsibility of the council. Electrical repairs are the responsibility of Wolverhampton Homes.
- Street Cleansing and Litter - This is the responsibility of the council however, we use our funding to complete one off hot spot areas when required and carryout monthly litter picks.
- CCTV - We have a CCTV system in our office that was initially funded by the council. We do not operate a monitored CCTV system but provide footage to the Police when requested but recently have invested over £25,000 to have the current system updated and be monitored 24/7.
- Rent Setting - Rent is set by the City Council
- Replacement Kitchens/Bathrooms/Doors/Windows - We do not operate capitol repairs , these are funded by the council and carried out by Wolverhampton Homes. However, we recognise that our tenants homes need improvement and invest our own surpluses to complete these. Without this level of investment tenants would have to wait until project funding was available meaning tenants could wait years to have their homes upgraded to meet the Decent Homes Standard.
- Shops - We do not receive any funding for the management of the shops, this is awarded to Wolverhampton Homes who are tasked with repairs and management of the retail units.
- Fly-Tipping - Wolverhampton Council are responsible for fly-tipping but again, we set aside a small budget to remove high risk area's.

All responsibilities of the TMO are detailed within our management agreement. A copy of this is available to view. If you would like more information or to book an appointment contact us on 01902 552780.

# Ian's Do's and Dont's



As a regular feature our Estate Maintenance Operative and skilled Plumber Ian Howroyd gives you some simple do's, dont's and advice to help solve those plumbing problems we all experience.

'Do you know where your stop tap is located? It seems a silly question but in a time of crisis when water is spilling out, soaking your floor and ruining your best bathrobe you are going to want to know where it is and how to turn it off. Quickly turning off the stop tap instantly stops the water supply to the appliance and save a whole load of cleaning up limiting the damage caused'.

**Do** - Wipe the tiles dry after showering. This can limit mould and mildew build up on the tiles keeping your bathroom looking great

**Don't** - Use toilet hooks or blue loo in the cistern, this rots the diaphragm washer causing leaks and flushing issues. The best thing to do is bleach your toilet regularly, this helps to limit the buildup of limescale and keeps the pan clean.

## Afternoon Tea for the Queens Jubilee



In celebration of Her Majesty The Queen's Platinum Jubilee in 2022, we held a very special event at Dovecotes Primary School. Our afternoon tea was filled with fun, laughter, cakes, snacks and twists and turns on the dance floor.

We would like to thank the school for their support and mostly our lovely members.

If you would like to get involved in any of our events or maybe you have a suggestion for a future event please contact us on 01902 552780 or email [dovecotes.tmo@wolverhampton.gov.uk](mailto:dovecotes.tmo@wolverhampton.gov.uk).





## Anti-social behaviour (ASB) and off road motorbikes

Riding off road motorbikes can be a popular pastime. However, these vehicles can also be used in a dangerous, noisy and anti-social way, generating lots of complaints to police.

This can result in prosecution for the rider and in some cases the parents, who are held accountable for the actions of their children.

**It is illegal to ride any motorbike in public open spaces such as parks, play areas and on pavements.**

West Midlands Police regularly receives complaints concerning the anti-social use of off road motorbikes. Ambulance crews are regularly called out to children and young adults who have sustained serious injuries as a result of using these bikes illegally and without wearing any protective clothing or a helmet.

Don't let your child be the next casualty. Make sure off road motorbikes are used safely and legally.

To reduce the harm to individuals and communities, police operations are carried out in your area with illegally used off road motorbikes being seized and crushed.

**You can only ride an off road motorbike legally if it is on private land and you have the land owner's permission. Land owned by the local council is not classed as private land.**

Not everyone using off road motorbikes does so illegally and there are a number of specialist sites where they can be ridden legally.

## What does the law say?

In law, off road motorbikes are regarded as motor vehicles which must be constructed to a specific standard in order to be ridden on a public highway. Most off road motorbikes do not meet this standard. Visit the Department for Transport's website [www.dft.gov.uk](http://www.dft.gov.uk) for more information.

In addition to meeting construction requirements, off road motorbikes also need the following if they are to be used on a public highway:

- DVLA registration (log book)
- Road tax
- A valid MOT
- Fitted with lights
- Fitted with registration plates

- Type approval  
The rider must also:
- Be aged 17 or over (or 16 if the vehicle meets the definition of a moped)
- Hold a valid driving licence
- Have valid motor insurance
- Wear suitable safety equipment (e.g. a motorbike helmet)

If the above conditions are not met, it is illegal to ride an off road motorbike on the road.

If you own or ride one of these vehicles it is your responsibility to know the law.

Failure to comply is a criminal offence and may result in prosecution under the Road Traffic Act 1988 and Police Reform Act 2002.

## How can local communities help?

Are off road motorbikes causing a nuisance in your neighbourhood? Do you have any information about the use of these vehicles, where they're being ridden and who by? Call your local police on 101.

If you want to provide information anonymously, contact the independent crime-fighting charity Crimestoppers on 0800 555 111.

Information that can help police may include:

- The name and address of the owner of the off road motorbike
- Where the bike is stored
- When and where the bike is being used (e.g. days, times and routes)
- Any other useful information such as a description of those who use the bike and its make/model/colour

### Gathering evidence

Talk to the police officer or council anti-social behaviour officer handling your complaint before taking any photographs or filming people, places or vehicles you suspect are causing a nuisance in your neighbourhood. Also consider:

- Your recording device may be seized as evidence – this includes mobile phones.
- People can get the wrong idea about what you're filming and why, potentially leading to a volatile situation.
- Legal restrictions are placed on photographs or video footage of children 16 and under which are defined by law as indecent.
- Private spaces, such as the home, are also protected and this could result in an invasion of privacy if ignored.
- Evidence from people who have seen or experienced anti-social behaviour first-hand is more compelling in court than photo or video evidence.

## Dovecotes Community Litter Pick

Do you care about the environment? Do you have some free time to join us on a monthly litter pick? Since October 2021 we have been carrying out monthly litter picks with your local Councillors and children from Aldersley High School. You too can help in our assault against litter by joining us at 10am outside the front of our office on the first Tuesday of every month;

**5<sup>th</sup> July 2022, 2<sup>nd</sup> August 2022, 6<sup>th</sup> September 2022,**

**4<sup>th</sup> October 2022, 1<sup>st</sup> November 2022, 6<sup>th</sup> December 2022.**

Each month we will litter pick 1 of 4 areas on the estate. Volunteers will be provided with safety equipment, a safety briefing and when finished a well earned brew and a biscuit.

Taking part in a litter pick is a great way to show that you care about your local environment, it also highlights to others that littering on the estate is not acceptable.



# Telephone Scams

This month Suzanne & Heather from Public Protection have a few tips on how to avoid being the victim of a telephone scam.

Unfortunately, lots of scammers use the telephone to obtain personal information such as bank details, names and addresses from consumers by cold-calling or randomly dialling telephone numbers.

- Never give out personal information over the phone
- Don't feel pressurised into making decisions straight away
- If the caller is vague about their details hang up
- Your Bank will never ask for your PIN number, Sort Code or Account Number
- If you receive a lot of unwanted calls, consider fitting a call blocking device such as BT Call Guardian or a True Call Unit to filter them
- You can also register for FREE with the Telephone Preference Service (TSP) which can help to reduce the volume of unwanted calls received on both landlines and mobiles, visit [www.tpsonline.org.uk](http://www.tpsonline.org.uk) or phone 0345 070 0707.
- Report Telephone Scams to Action Fraud, Tel 0300 123 2040

CITY OF  
WOLVERHAMPTON  
COUNCIL  
PUBLIC PROTECTION



## **Dovecotes Primary school offers Terrific for Twos and 30 hours extended childcare places**

Available now for eligible families

We offer:

- 15 hours free childcare for eligible families for 2 year olds!
  - 15 hours free childcare for all 3 year olds
- 30 hours free childcare for eligible families for 3 year olds!
- Early Education for your child helping to give your child 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, learning to talk, social skills, early reading and early number work.
- If your child attends Terrific for Twos they will have 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!





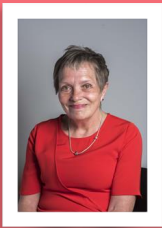
Whilst the last couple of years have been difficult for many, 2022 continues to present a number of challenges, including the cost-of-living. I will continue to work with Dovecotes TMO and the local community to press for the right support being available locally and that people can access this support. I am an advocate for more direct support and engagement in our local community, and it is great to see Dovecotes TMO continuing to provide a dedicated support officer locally to help residents with concerns.

Over the last few months, I have worked with residents to address some longstanding issues. It is great to see the Blanefield parking area now resurfaced, streetlights on Fallowfield now being connected and working and fly-tipping being cleared from car parks on Eastney Crescent. It was good to be able to assist residents following storm damage earlier this year. Work continues to provide new road signs, pothole/pavement repairs and better tree maintenance, as well as advocating for more support to tackle fly-tipping and ASB.

I am pleased to have been able to use some of my ward fund allocation locally to support Dovecotes TMO invest in CCTV upgrades and monitoring around the Haymarket this coming year, as well as helping Dovecotes Primary School to invest in a Forest School initiative. Across Wolverhampton, I have also been campaigning for more SEND support for children and families, including a new SEND Review Group and ring-fencing funding for employment support.

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."



## Councillors' Susan Roberts MBE and Claire Simm



"I am deeply honoured to have been elected as the Labour Councillor for Oxley" says Sue. "Now into my fifth year and with the community behind me I have a strong voice for the residents of Oxley. Both Claire and I will continue to support you through the cost of living crisis and act as advocates for you in your dealings with the City Council and other organisations".

Over the past few weeks both Councillor Sue Roberts and Claire Simm have had the pleasure in celebrating the Queen's Jubilee with local community organisations and groups. "It has been fantastic seeing communities come together and we have thoroughly enjoyed all the festivities "

"There is more work to be done, despite the challenges the last 2 years has placed upon us we have continued to remain active in the community. Our current focus has been centred on the environment and safety of Dovecotes. We allocated ward funding to the new CCTV system being installed over the Haymarket and have also attended walkabouts identifying and resolving long standing issues with litter, fly tipping and off road vehicles. If you need our help please contact us". *Sue & Claire*

**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)

# Waste Collection Calendar 2022

CITY OF  
WOLVERHAMPTON  
COUNCIL



Your collection day is  
**Tuesday**

- Recycling (black bin)
- General waste (brown or green bin)
- Garden waste (purple bin)  
Paid-for service

Real Christmas tree collection booking system:  
[wolverhampton.gov.uk/recycling](http://wolverhampton.gov.uk/recycling)

	December 2021			
Tue	7	14	21	28
Recycling				
Garden bin				
General waste bin				

	January 2022				February 2022				March 2022					April 2022			
Tue	4	11	18	25	1	8	15	22	1	8	15	22	29	5	12	19	26
Recycling																	
Garden bin																	
General waste bin																	

Garden waste collections start in your area on **Tue 22 Feb**. Sign-up or renew at [wolverhampton.gov.uk/gardenwaste](http://wolverhampton.gov.uk/gardenwaste)

	May 2022					June 2022				July 2022					August 2022				
Tue	3	10	17	24	31	7	14	21	28	5	12	19	26		2	9	16	23	30
Recycling																			
Garden bin																			
General waste bin																			

	September 2022				October 2022				November 2022					December 2022			
Tue	6	13	20	27	4	11	18	25	1	8	15	22	29	6	13	20	27
Recycling																	
Garden bin																	
General waste bin																	

Final garden waste collection day **Tue 29 Nov**

Recycling Week A - Tuesday

11/2021

## OFFICE OPENING HOURS

Monday, Tuesday & Friday

9:00 - 4:00

Closed for lunch 1-2

## WRITE TO US



Dovecotes TMO,  
Ryefield, Pendeford,  
WV81UD

## CONTACT US



01902 552780

Monday - Friday  
9:00-4.30

Closed for lunch 1-2

If you would like this newsletter in an alternative format or require our assistance please contact call us or email [dovecotes.TMO@wolverhampton.gov.uk](mailto:dovecotes.TMO@wolverhampton.gov.uk)

# Dovecotes in Bloom Gardening Competition 2022



The Dovecotes in Bloom gardening competition encourages residents of the estate to display their floral skills.

There are 3 different categories to enter.

If you don't have a garden, you can use containers or hanging baskets, everyone who participates will be helping to improve the estate and you could win an award.

Judging will take place, Monday 8<sup>th</sup> August 2022. Good Luck.



### Dovecotes in Bloom - Entry Form

Name:

Address:

Telephone Number:

Email Address:

Tick the Category you would like to enter

- ☐ Best Garden
- ☐ Best Hanging Basket
- ☐ Best Container

Do you agree for your garden or display being photographed and used for promotional purposes? Please Tick

☐ Yes

☐ No

Please return your entry form to Dovecotes TMO Housing Office, 86 Ryefield, Pendeford, Wolverhampton, WV8 1UD.

