

Dovecotes TMO

A message from your Board

Merry Christmas one and all. This year we want to spread a bit of festive cheer and bring some joy to everyone's homes at Dovecotes.

December is a good time to reflect on the past year, celebrate what has been done well but also to review and make changes to improve the services we provide to tenants. We are always learning and evolving. Our ambition is to be the best TMO with tenants who feel supported, included, engaged and happy in their homes. We hope that as we move into 2023 you will join us on our journey looking from the past into the future.

Sometimes the small acts of kindness are what really matter. This past few months we have been meeting with our members at Friendship Friday's. Each week we provide a hot meal, chat, a warm and company for anyone who wants to join us. Winter can be hard, with rising energy costs it's worth grabbing every opportunity you can to keep warm so why not join us on a Friday 12:30-2:30.

We were fortunate to be awarded funding yet again this winter through the UK Government's Housing Support Fund. To reach more tenants than before we decided to award each TMO managed tenancy a £25 Morrison's Voucher this Christmas. We believe we all need a little help sometimes and hope that you can use this to lessen the financial burden of increased food costs this Christmas.

We hope that you all will join us in our festive celebrations at the TMO office on Wednesday 21st December 2022. Until then take care and Merry Christmas.

CHRISTMAS CASH OFFICE OPENING HOURS

19/12/22 9-4pm

20/12/22 9-4pm

We close our office to the public 20/12/2022 and reopen Tuesday 3rd January 2023

EMERGENCY REPAIRS ONLY FROM 1PM THURSDAY 22ND DECEMBER 2022

01902 552999

CHRISTMAS CLOSURE 1PM THURSDAY 22ND DECEMBER 2022 - TUESDAY 3RD JANUARY 2023



Santa is Coming to Dovecotes

Visit Santa
Wednesday 21st
December



Damp & Mould

Our Inspector
Warren Frays talks
damp and mould
and what you can
do

CITY OF
WOLVERHAMPTON
COUNCIL
PUBLIC PROTECTION

Energy Scams to
Watch out for
this Winter

Dovecotes TMO £25 Morrisons Voucher for all Tenants this Christmas

This Christmas Dovecotes TMO Management Board has approved for all TMO managed tenancies to receive a £25 Morrisons voucher through the household support fund. Our board hope that tenants can use this voucher to purchase food over the Christmas period. The voucher can be used for food items and will be delivered to each household between Friday 16th December and Thursday 22nd December 2022.

**Look out for your
£25 Voucher this
December**



Friendship Fridays This Winter

Our Friendship Fridays provide a hot meal, warmth and chat each Friday to any resident of the estate to help out this winter. With hearty meals like sausage and mash, pork dinner, chicken curry, beef stew and lots more money saving recipes we invite you to come along. between 12:30 - 2:30.

Household Support Fund

Dovecotes TMO has been awarded funding through the UK Governments Housing Support Fund to help people living on the estate with food and essential items this winter.

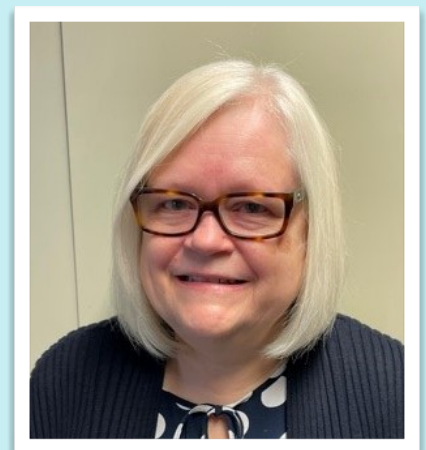
With limited funds we aim to help those who have not received the cost of living payments, energy rebate or disability payment, primarily using funding to support those on low incomes.

Applications to the fund can be made by contacting us on 01902 552780. We ask that you provide supporting evidence with your application.

SUPPORTING DOVECOTES RESIDENTS

Claire, our Household Support Officer has supported over 300 households over the past 12 months using the UK Governments Household Support Grant and Dovecotes TMO's Hardship Grant. Claire also signposts to Welfare Rights and gives advice on a range of support and benefits available.

"There is so much support out there and unclaimed benefits that can really make a difference to peoples lives. Pension Credit is widely under claimed and it is so easy to apply for. I want to help you to face this winter with confidence so, if you need some advice or support call me on 01902 552 780".



Applications for help through the Household Support Fund are now open. If you need support this winter contact Claire.

Don't be shocked by Energy Scams

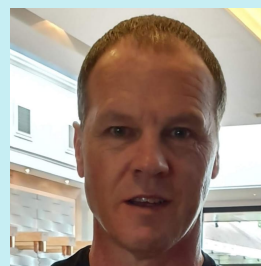
This month Suzanne and Heather from City of Wolverhampton Councils Public Protection Scams Team are advising residents how to avoid Energy Scams and stay Scam Savvy. Read on for helpful tips.

With the cost of energy continuing to rise, the Government has announced that it will offer financial support to millions of households throughout the UK. Customers do not need to do anything to access or obtain this support. A £400 non-repayable discount will be deducted from energy bills via the Governments Energy Bills Support Scheme. The discount will be paid in six monthly instalments starting at the beginning of October.

- You do not need to apply or register for the Scheme to receive the discounts.
- GOV.UK or Ofgem won't contact you to ask you to share or confirm your bank / direct debit details.
- GOV.UK or Ofgem won't ask for passwords or personal information such as your date of birth or National Insurance Number
- Don't download attachments in e-mails or click on links in e-mails and text messages unless you are sure that you trust the sender.
- You can report suspicious phone numbers, texts, e-mails or letters to the Citizens Advice Consumer Service, telephone: 0808 223 1133 or to Action Fraud 0300 123 2040

If you would like to learn more about scams associated with the Cost of Living Crisis please visit

<https://www.friendsagainstscams.org.uk>



Ian's Do's and Don'ts

Do - Dripping taps can be isolated by the value under the sink or basin, this saves water and can save you money if you are on a water meter.

Don't - Dispose of waste cooking or meat fat down the sink. Emergency repairs will be stretched over the Christmas period and you could be left with the problem for longer than usual.

Remember - clear and clean the area where the work is needed

Dovecotes Celebrates Black History Month in Style

This October over 70 of our members joined us to celebrate Black History Month. Those attending sampled food from Addassa Catering, a soulful and beautiful performance from CEO of Nova Academy Bianca Brown, a challenging quiz from our host and board member Janet Smith all backed with tunes from DJ Funk.

Regardless of your heritage we hope that the stories of our past, present, and future leaders platformed the achievements of local and national champions.



What is Damp, Mould and Condensation?

A common issue, as winter progresses is damp, mould and condensation. In the winter months the days are cold and damp and we tend to open windows less whilst turning the heating on creating the perfect atmosphere for condensation to appear.

Damp is a common issue faced by landlords and tenants which is caused by an inherent defect within the property. Some reasons for damp in properties are defective guttering, leaking pipes, leaking roofs or a failure in the damp proof course. In essence damp won't be solved by the tenant and we will need to find the problem and repair it to prevent any further damage.

Condensation is different to damp, this is caused by higher than normal moisture levels when that moisture cannot escape the property. Often seen in high moisture areas such as bathrooms and kitchens due to poor ventilation, wet/damp clothing drying or homes being too hot or cold.

So what should you do? How can you tell the difference between damp, mould and condensation? We sat down with the Senior Housing Maintenance Officer, Warren Frays to talk about the issue and what he recommends to tenants who may have started to notice signs of mould in their property.

Hi Warren, what would you say is the main cause of damp in properties you inspect at Dovecotes?

Condensation is easily the main cause of damp and mould within our properties. The black mould spots that appears on windows and around window reveals are all caused by the way we live. In the winter months we want to keep the heat in, so the natural thing to do is to close anything that brings in cold air. Unfortunately, by closing vents on windows and doors we are in fact stopping natural ventilation from entering our homes.

Another common issue is black mould spots on ceilings and window walls in bathrooms. Again, during the winter months, we seem to want to keep windows and vents closed whilst taking a shower or having a bath. Where extractor fans are fitted in the bathroom, these are not used due to the growing electrical cost. Again, by not opening windows or using the extractor fan (where fitted) the moisture created by bathing cannot escape the bathroom and sticks to colder surfaces such as the ceiling and window wall.

Black mould is often seen around windows and in bathrooms, what is the reason for this?

The main reason for this is the lack of ventilation.

Around Windows - Unfortunately, by closing vents on window and doors we are in fact creating the perfect atmosphere for mould to multiply and grow. When the moisture cannot escape it lands on cold surfaces such as windows in the form of condensation and around window reveals where it stays and eventually becomes what we all recognise as mould.

In Bathrooms - This is mainly caused by the lack of ventilation within the bathroom whilst bathing causing a build up of moisture that cannot escape. The moisture then settles on colder surfaces such as the ceiling and window wall causing black mould spots to form around these areas. If left untreated, the mould will grow and spread across the room.

What repairs would you normally arrange to resolve signs of damp and mould in properties?

There are several ways to resolve damp and mould issues within the properties. These are all dependant on the severity of the damp and mould.

1) The mould effected areas will be cleaned off, treated with an anti-fungicide solution, and then painted with an anti-fungal paint.

2) Damp and Mould effected areas of plaster to ceiling and walls will be re-plastered to remove the effected damp and mould.

3) In certain cases, where there is a bigger issue with the fabric of the building in regards damp issues, we will use a specialist contractor to investigate the cause and provide a report detailing the works needed to remedy the problem.

What would you say to a tenant who has concerns about damp or mould in their homes?

Always report it.

If caught early enough, mould and damp is easily treated

If you have any concerns in regards damp or mould within your home, please call the office on 01902 552780 and request an inspection.

How you can help

Windows - To minimise the impact of condensation on windows – wipe these down regularly particularly during the winter months.

Provide natural ventilation by opening a window. Leaving the trickle vent at the top of the window open at all times will help air circulate

Drying Clothes – Don't dry clothes indoors. If you have to use a clothes horse open the window and shut the door of the room where the clothes are drying. This will let the moisture from the wet clothes go outside rather than circulate in your home.

If you use a tumble dryer, and it's not a condenser make sure it vents outside.

Having a Bath or Taking a Shower - Use the extractor fan provided in the bathroom if you have one when you have a bath or shower. If you don't have an extractor fan, open a window.

Keep the bathroom door shut when having a bath or shower. This will stop moisture moving around your home.

Try putting cold water in the bath before adding the hot. You will create no steam this way.

Leave a window open for half an hour after bathing. This will get rid of the moisture. Remember to close the window afterwards.

Cooking Food - Use the extractor fan provided in the kitchen if you have one when cooking to let the moisture out. If you don't have an extractor fan, open a window.

Cover boiling pans with pan lids.

Close the kitchen door when cooking as this stops the moisture circulating around your home.

Furniture - Move furniture away from external walls to create a gap for air to circulate.

Dovecotes TMO Repairs and Maintenance Team

Warren Frays - Senior Housing Maintenance Officer

Lyndsey Beckett - Repairs Administrator

Ian Howroyd - Estate Maintenance Operative



01902 552780

News from our Partners



30 HOURS
FREE CHILDCARE

Dovecotes Primary school offers Terrific for Twos and 30 hours extended childcare places
Available from January 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!

TMO Sponsors Dovecotes Primary School

This year we are supporting our local school helping the children of the estate take part in physical activity. The Management Board has approved £660 of funding for the school to purchase sports tracksuits that the children will wear when competing in tournaments and competitions including cricket, athletics, rugby and of course football.

“Come on Dovecotes”



Pendeford Seventh-day Adventist Church Publicity Information from December 2022

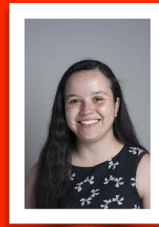
- ☼ **19 – 22 December Childrens’ Activity Week (Monday to Thursday).** FREE Children must be eligible for FSM, 5 -16 years, 11-am to 4pm with lunch provided. Indoor and outdoor activities and crafts. Venue – Venue - Pendeford SDA Church.

For more information contact : Conchita 07595269578

- ☼ **Walk and Talk - Sunday Morning local walk 6 – 7am.** FREE De-stress, keep fit and socialise. All fitness levels welcome, including children.
- ☼ **Play and Stay on Thursdays 10-11.30am.** FREE Children from 0-4 yrs. Socialise with other parents while children enjoy their play with a wide range of toys. **TERM TIME ONLY.**
- ☼ **“Let’s Get Together” Thursday 11am onwards.** FREE Gentle Exercise, basic IT, knit and natter – you can choose what you attend. **Term time only (re-opens 12 Jan 2023)**
- ☼ **Seasonal Service Christmas Eve, Saturday 24 December 11:30am-1pm.** Something for all ages.



Councillor's Susan Roberts MBE and Claire Simm



Both Claire and I would like to wish you all a Merry Christmas and prosperous New Year. It is an understatement to say that this year has been tough but, as with all testing times the challenges we face bring out the best in us. Over the past few months Claire and I have been working closely with residents on a one to one basis. We call this casework. We take and represent the views and needs of local people to ensure the community gets the right services, tackling specific issues and driving new ideas.

The way that the council consults with residents has changed mostly as a result of the pandemic holding more consultations online to save costs. I can not express how important it is for you to have you say, as Councillors we are a platform for you but its vitally important that you do all you can to make your voices heard. To keep abreast of changes you can follow us on Facebook or Twitter or contact us on the details below.

Sue & Claire

Sue Roberts - 07811 754920
susan.roberts@wolverhampton.gov.uk

Claire Simm - 07811 755119
claire.simm@wolverhampton.gov.uk



Councillor Adam Collinge



"Firstly, Season's Greetings to all our residents and workers on Dovecotes. I wish everyone a Merry Christmas and a healthy and Happy New Year. The importance of spending time with friends and family takes on extra meaning at this time of year, particularly given so many of us spent time apart over the last two years during the pandemic. I also hope we can think about and support those who may be feeling lonely. This is why initiatives such as Friendship Fridays by Dovecotes TMO, is so important in helping to bring people together. I will continue to support our community, to make sure information on how to access financial support is available locally. I will continue to work proactively with Dovecotes TMO, who are themselves providing dedicated support and advice for residents. This is why I have been calling for more Council support to be based out in the community to support our residents.

Given the current pressures, I have been happy to dedicate my share of ward funds to help schools support local children and have further supported a local youth sports team. I also am looking forward to once again supporting Santa Claus as he makes his special visit to Dovecotes again this winter.

As ever, some improvements have been secured and work continues to secure more pothole and pavement repairs, better tree and car park maintenance, as well as advocating for more support to tackle fly-tipping and ASB.

Residents can always contact me on 07971 837234 or email adam.collinge@wolverhampton.gov.uk. In the meantime, stay safe and I wish everyone well."

Dovecotes Christmas Event

Wednesday 21st December 2022 12 - 6pm

Santa's Grotto

Book for your children to see Santa.
Tickets £1 per child.

*children under 11
and you must be a
member of the TMO

*Book before Friday 16th December

Christmas Raffle £1
per ticket

Christmas
Choir

Not visiting the Grotto? No worries visit Santa's Cafe

Throughout our Christmas event we will be serving hot sandwiches, cakes, hot drinks and lots of sweet treats to get you in the Christmas mood.

Support us by visiting and purchasing some of our festive flavours at Santa's Cafe

Santa's Cafe Menu

Hot Beef, Pork or Turkey Sandwich £1.50

Cake £1

Tea, Coffee, Hot Chocolate 50p

Mince Pie 50p

Vegetable Samosa 75p

Christmas Biscuits 75p

*cash only

