



Dovecotes Tenant Management Organisation

Roles and responsibilities

The Role of the Board Member

- Attend meeting's regularly & propose / discuss agenda items
- Attend induction and annual training events
- Receive management & other reports
- Take decisions & instruct TMO Manager
- Question manager on performance
- Set and review management targets
- Work together & support fellow committee members & officers
- Discuss finance and budgets & set targets
- Long term planning and proposals
- Bring to the attention of the committee local management issues and raise concerns of residents who have gone through all the proper channels via the staff
- Report back on any tasks which may be undertaken
- Keep the estate informed, unite & promote the estate
- Make decisions on management policy
- Keep up to date with current local & national housing policies
- Manage the Manager & receive reports on any staffing / supervisory
- issues to have arisen monitor staff performance & welfare
- Delivering the service of managing the estate under the management agreement

The Role of the TMO Staff

- Provide a day to day housing management and maintenance service to the estate
- Liaise with providers of services to residents
- Implement & follow policy and procedures
- Keep information for residents up to date
- Run the Neighbourhood Office and be friendly
- Promote and explain what a Tenant Management Organisation is and is responsible for
- Understand and advise on legal aspects of housing legislation
- Advise board on policy on priorities
- Provide information for board to monitor performance
- Develop ideas and proposals
- Meet targets set by the board
- Provide training to board / committee members
- Understand the management agreement
- Work to the spirit and principles of the job description
- Sign up new members / supply this information to Secretary
- Liaison with key organisations to deliver TMO services
- Long term to get more people involved to share the workload
- Provide continuity, enabling new committee members to join board
- Create interest in the TMO on the estate getting the views & input of more residents
- Remove any stigma, return the pride & improve the reputation of the estate & make it a better place to live
- To work to implement TMO Delivery Plan

The Role of the Chair/Vice Chair

- Controls TMO meetings and the conduct of board members at meetings
- Encourages others at the meeting to get involved in the discussions
- Organise order of business for meeting & any other business for agenda

- Attends Chairs briefing with TMO Manager & summarises discussions at meetings
- Proposals arising at a meeting shall be decided by a majority of votes. In the case of an equality of votes, the Chair shall have a second or casting vote.
- Represents the TMO
- Has delegated authority to make emergency board decisions when requested by TMO Manager
- The TMO Manager's line manager

The Role of the Treasurer

- Works to the TMO financial procedures
- Check and authorises payment of invoices
- Work with the TMO Manager to set budgets and monitor income and expenditure against budgets
- Report current finances to committee with information supplied by the TMO Manager
- Responsible for the maintenance of a record of all financial transactions
- Responsible for accounts of the TMO and the information required by Companies House
- Ensures Company accounts are available for inspection
- Responsible for arranging for the signature of cheques and mandates

The Role TMO Company Secretary

- Maintains current membership list
- Maintains list of current board members
- Organising distribution of information to members notices of meetings & AGM
- Correspondence
- Keep adequate supply of Company stationary, membership application nomination forms, handbook and membership numbers
- Responsible for Company Seal and record of its use
- Work with chair to organise meetings & agenda

- Keep official record of minute book
- Organising the nomination & elections if required
- Responsibility for official Company records
- Make sure copies of Company Rules are available to members
- Keep the members & board working within the TMO Rules
- Make sure copies of members Handbooks are issued to members
- Role also includes the following in line with the proper processing of minutes
- Take the minutes, produce and circulate them as required
- Organising distribution of any relevant information and reports
- Deal with TMO correspondence in & out
- Keep record of minutes of TMO meetings
- Receive apologies and keeps attendance list

All staff and Board have the responsibility of promoting and developing community involvement & spirit

Date Adopted	Review Required	Initials
11/07/2019	Oct 2021	JC Chair / AM Chief Officer
08/03/2022	March 2024	AM Chief Officer