

# Dovecotes Tenant Management Organisation Ltd Annual Report 2022-2023



This report details our activities for the period April 2022 to March 2023 and our financial statement



# An introduction from the Chair, Ann Webb

Welcome everyone to our Annual Report. This report looks back at everything that has happened from April 2022 to 31st March 2023.

At Dovecotes we are an ambitious and forward thinking group, we are tenants and we will always put tenants first. After covid we wanted to bring our community together, get back on track with our repairs and deliver improvements to tenants homes. I strongly believe that this year we have achieved that and more and, I hope that once you have read through this report you will agree.

I could not fulfil my role as Chair of Dovecotes TMO without the support and encouragement of my fellow board members and the TMO employed staff. I want to thank them but I also want to thank you, our members. This year you voted in favour of the TMO continuing, you attended our many community events and some of you even joined our board.

The icing on the cake this year was achieving our Kitemark Award. For years our board has dreamed of achieving this accolade and in 2023 we finally did it.

On behalf of the Dovecotes TMO Team we hope that you enjoy this report.

Thank you, Ann



**Dovecotes Tenant Management Organisation Board**

**Chair - Ann Webb**

**Vice Chair - Stuart Harrison**

**Secretary - Andrew Slater**

**Treasurer - Ste Webb**

**Board Members include Deb Bentley, Glenford Clarke, Sarah Harrison, Janet Smith**  
**We currently have 2 owner occupier vacancies on our board for election at our Annual General Meeting 2023.**

# Performance

We measure our performance using key performance indicators that include rent collection, voids, responsive repairs, letting times, repairs customer satisfaction and complaints. Sharing our performance with you provides an insight into how we are doing and will help you to understand where we are doing well and where we need to do better.

## Repairs and Maintenance

MEASURE	TARGET 22/23	YEAR END 22/23
<b>Repairs</b>		
Average time taken (calendar days) to complete non-urgent repairs	<b>8 days</b>	<b><u>7.19</u></b>
% of responsive repairs for which an appointment was made & kept	<b>93.00%</b>	<b><u>96.35</u></b>
% of emergency repairs completed on time	<b>96.00%</b>	<b><u>98.77</u></b>
% of routine repairs completed on time	<b>97.00%</b>	<b><u>98.31</u></b>
<b>Voids</b>		
Average time to re-let housing	<b>28 days</b>	<b><u>10.43</u></b>
Void Loss as a % of rent roll	<b>1.50%</b>	<b><u>0.99</u></b>
Repairs Customer Satisfaction		
Repairs Customer Satisfaction %	<b>96.00%</b>	<b><u>99.92</u></b>

We know that there is a significant amount of maintenance work needed to keep the average home in good condition. Some occurs at short notice, and some can be planned. Whilst day to day repairs is delegated to us others such as gas and electrical repairs are a retained responsibility of the City Council.

Our responsibility for repairs and maintenance are:

- Responsive Repairs (not including electrical or gas repairs)
- Voids (Empty properties)
- Emergency repairs during daytime hours (09:00-4:30)

As part of our management of repairs and maintenance we:

- Test customer satisfaction within the repairs service by completing telephone surveys
- Monitor contractor compliance
- Publish response times and other performance data relating to key performance indicators
- Manage and monitor the void property process ensuring satisfactory turnaround times

We have met every target for our Repairs and Maintenance Service and can say with confidence that we provide a quality service that is reliable, quick and designed around the tenant.

# Rent & Tenancy Management

Measure	Annual target	Q4 22/23	Year End Total 22/23
% of tenants with more than 7 weeks (gross) rent arrears (quarter figure)	5.25%	11.99%	11.91%
% of tenants evicted as a result of rent arrears	1.50%	0.00%	0.00%
Arrears as a % of rent roll (cumulative)	3.00%	5.14%	4.71%
Overall Arrears year end week 52			£156705.60

We provide advice and assistance on a range of tenancy issues and housing allocations. The collection of rent is vital, this funds the services tenants receive. It is clear from our performance figures that more work is needed to reduce rent arrears and collect the rent that is owed. When comparing our performance to last year we have performed better reducing the overall percentage of tenants in more than 7 weeks arrears by 1.32%. Similarly arrears as a percentage of the rent roll has reduced from our performance in 2021/22 by a further 0.29%.

## Complaints

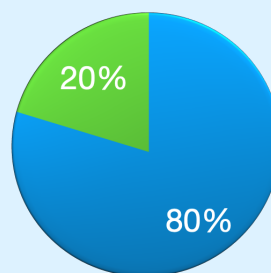
When our customers express dissatisfaction with any of the services we provide, we welcome and value the opportunity to address their concerns and aim to resolve their complaint with minimal formality.

Each year we review our performance relating to how many complaints are received, whether we met targets for response times and identify trends.

Between 1st April 2022 and 31st March 2023 the TMO recorded 5 complaints. Overall, 3 complaints were related to policies operated by the TMO with 2 in relation to our governing board. There are no other trends identified from the data, all complaints were dealt within timescales with one progressing to stage 2 of our internal complaints procedure.



We responded to all complaints received within our target of 10 working days



4 out of 5 Complaints were resolved at stage 1 of our complaints procedure



We listened and learnt making changes to policy as a result of a complaint

● Stage 1 ● Stage 2

# Our Community and Social Value

We are a vibrant and creative organisation committed to listening to the community to create a safe, supportive, accessible and inclusive environment.

Our impact and the value we extend to the community we serve is what we would term as our social value. Measuring social value is different to a financial equation, it focuses on understanding where Dovecotes is having the most impact, reviewing our decisions about where to invest resources and demonstrating the value of our activity to members and other stakeholders.

In March of every year our board review the allowances and surplus funds held by the TMO to plan what money can be spent in the coming year, this is known as a budget. A section of the budget is put aside for community events. We use this money and additional money achieved through funding and donations to provide enrichment activities to our community.

In the last year we organised day trips to the seaside, an evening celebrating Black Histories, community litter picks, afternoon tea for the Queens Jubilee, Santa's Grotto, Easter Egg Hunt and crafts, gardening competition and our winter Friendship Friday project. The events that we hold bring our community together improving wellbeing and building relationships.

We have also invested in our tenants homes delivering improvement projects ensuring that the homes tenants live in are decent, safe and healthy. In the past year we have replaced doors, smoke alarms, security lights, fencing, completed asbestos surveys and removed trees.

In April 2022 we employed a Household Support Officer who has supported both tenants and residents living at Dovecotes through the UK Governments Household Support Scheme. With a total of £62,786 funding, we have helped over 770 households on the estate. The Household Support we offer is not limited to these schemes with our officer helping to maximise income through unclaimed benefits and preventing evictions using our own Hardship Grant Scheme.



# Financial Performance

We share how we are performing financially with our members to improve our accountability, foster understanding of where we have spent our allowances and illustrate where we have invested in the estate over the past 12 months. This section displays our balance sheet and the statement of income and expenditure.

The first table is our Balance Sheet, this reports out assets, liabilities and the difference between these at March 2023.

The second table details our income and expenditure for the financial year, this summarises all the income and expenses of Dovecotes TMO for the period 01.04.2022 - 31.03.2023.

<b>Balance Sheet</b>	<b>2023</b>	<b>£</b>	<b>2022</b>	<b>£</b>
<b>Fixed Assests</b>				
Tangible Assets		£12,334		£19,123
<b>Current Assets</b>				
Stocks	£7214		£4381	
Debtors	£12,725		£8486	
Cash at Bank and in Hand	£1,800,651		£1,803,664	
	£1,820,590		£1,816,531	
<b>Creditors: amounts falling due within 1 year</b>	<b>(£241,698)</b>		<b>(£148,630)</b>	
<b>Net Current Assets</b>		<b>£1,578,892</b>		<b>£1,667,901</b>
<b>Total Assets Less Current Liabilities</b>		<b>£1,591,226</b>		<b>£1,687,024</b>
<b>Provisions for Liabilities</b>		<b>-</b>		<b>(£728,118)</b>
<b>Net Assets Excluding Pension surplus/ (deficit)</b>		<b>£1,591,226</b>		<b>£958,906</b>
<b>Defined Benefit Pension Surplus/ (Deficit)</b>		<b>£273,370</b>	<b>-</b>	
<b>Net Assets</b>		<b>£1,864,596</b>		<b>£958,906</b>
<b>Reserves</b>				
Other Reserves		£1,107,013		£152,395
Income and Expenditure Account		£757,583		£806,511
<b>Members Funds</b>		<b>£1,864,596</b>		<b>£958,906</b>

These accounts have been prepared in accordance with the special provisions relating to companies subject to the small companies regime within part 15 of the Companies Act 2006 and is in accordance with FRS 102 “The Financial Reporting Standard applicable in the UK and Republic of Ireland”.

These accounts were approved by the board during August 2023

*A full explanation of our accounts will be presented by Jerroms GCN to members at our Annual General Meeting*

<b>Income &amp; Expenditure</b>	<b>2023</b> £	<b>£</b>	<b>2022</b> £	<b>£</b>
Allowances Received		£1,147,999		1,113,001
Other Income		£1,025		£1257
Government Grants		<u>£62,786</u>		<u>£32,000</u>
		£1,211,810		£1,146,258
<b>Direct Costs</b> <i>Purchases &amp; other direct costs</i>				
Property repairs & maintenance	£543,732		£570,907	
Kitchen Programme	£116,365	-		
Heat Detectors & Smoke Alarms	£10,484		£36,172	
Fencing Programme	£12,870		£14,530	
Security Lights	£4050		£13,554	
Canopy Programme	-		£44,501	
OAP Redecorations & Materials	£25,803		£19,817	
Tree's Programme	£1810		£8,670	
Ground Work	£1520		£1470	
Grant Expenses	£62,786		£28,523	
Fly Tipping	£394		£226	
Stock Movement	<u>(£2834)</u>		<u>£1496</u>	
Total Purchases & other direct costs	<u>£776,980</u>		<u>£739,866</u>	
Total Direct Costs		<u>(£776,980)</u>		<u>(£739,866)</u>
<b>Gross Surplus</b>		<u>£434,830</u>		<u>£406,392</u>
<b>Administrative Expenses</b>				
Administration Salaries	£296,504		£246,475	
Social Security Costs	£31,511		£23,681	
Training	£3141		£1808	
Staff Pension Costs Defined Contribution	£141,000		£134,000	
Other Staff Costs	£3796		£3562	
Rent and Rates	-		£750	
Power, Light and Heat	-		£1750	
Insurance	£12,982		£14,527	
Repairs and Renewals	£35,797		£12,511	
Motor and Travel	£2927		£1842	
Board Costs and Community Events	£17,519		£27,040	
Interest	£21,000		£21,000	
Hardship Fund	£21,621		£12,428	
Legal and Professional Fee's	£7047		£6235	
Audit Fees	£5500		£6025	
Bank Charges	£407		£654	
Printing and Stationary	£3190		£3238	
Telecommunications	£5101		£4351	
Sundry expenses	£6640		£8163	
Depreciation	<u>£7137</u>		<u>£8200</u>	
		<u>(£622,820)</u>		<u>(£538,240)</u>
Operating Deficit		<u>(£187,990)</u>		<u>(£131,848)</u>
Interest receivable and similar income	<u>£2036</u>		<u>£46</u>	
Deficit before taxation		<u>(£185,954)</u>		<u>(£131,802)</u>

# Dovecotes Tenant Management Organisation Ltd Annual General Meeting Calling Notice

**Thursday 28th September 2023 6pm**

Registration and refreshments open at 5:30pm

Venue - **Dovecotes TMO Housing Office**, Ryefield,  
Pendeford, Wolverhampton, WV8 1UD

## Agenda

1. Chairs introduction to the meeting
  - 1.1 Dovecotes TMO Annual Report
  - 1.2 Approval of Minutes of last AGM
2. Annual Accounts presentation
3. Approval of the Annual Accounts and continuation vote of Jerroms GCN as Auditors
4. Nomination and election of vacant positions (2 Owner occupier members)
5. Member vote for continuation of Dovecotes TMO Board under the 'Right to Manage' regulations.

*On completion of the election of Board members a vote is held to confirm the AGM support of Dovecotes TMO to continue to manage under the Right to Manage Regulations for a further 12 months*

All nominations for election to the management board must be received  
by 20th September 2023

A buffet and refreshments will be provided to all members attending



Our free raffle will include lots of fabulous prizes, to be in for your chance to win attend our AGM

Are you interested in becoming a board member? We have co-opted positions available that a member can hold for 12 months. This will enable a tenant or resident the opportunity to undertake a trial period to see if the role of a board member is for them. If you are interested in joining our board please contact us via email [dovecotestmo1@gmail.com](mailto:dovecotestmo1@gmail.com) or call us on 01902 552780