

# **Dovecotes TMO Board Meeting after AGM – Board room**

**11<sup>th</sup> September 2019**

## **Members Present:**

Joan Curtis (**JC**), Christine Warrilow (**CW**), Liz Kerr (**LK**), Bernard Curtis (**BC**), Sarah Harrison (**SH**), Ann Webb (**AW**), Cllr Sue Roberts (**SR**) & Chief officer Amie Merry **AM**.

## **Apologies:**

Ryan Pitt-Woodcock, Andrew Slater, Natasha Curtis-Warner, Melissa Green CWC

## **D.O.I:**

NONE

**AS** did part minutes of board meeting July 2019 and **AM** finished the board minutes best of her ability. **PROPOSED (BC) & SECONDED (LK)** that the minutes be accepted of true record.

## **Correspondence:**

End of year report a copy has now gone on website. CWC stage 1 of a complaint a board member has been replied to and Stage 2 received (2<sup>nd</sup> September 2019) from CWC that Dovecotes TMO board members are to have training on Code of Practice. **BC** states his human and civil rights are compromised also that he is a tenant like everyone else and he will be challenging this, **SR** states that under good governance a part is Code of Conduct and will be reflected on the Board as a whole. **SH** asked if there was any need to challenge? **BC** is insistent to challenge whilst **SR** tells **BC** that he cannot act if grounds to investigate are there. **JC** moved meeting on.

## **Report from AGM:**

3 Tenant seats, 6 stood for election including SR and Co-opts

**AS** 35 VOTES, **LK** 38 VOTES, **AW & PL** 41 VOTES **RD** 42 VOTES AND **RP-W** 49 VOTES

Tie vote with **AW & PL** and a discussion took place of who would benefit the TMO as a Member with their time given. **PROPOSED (JC) & SECONDED (SH)** Owner Occupier still has a vacancy on the board and **JC** suggested asking a previous Owner Occupier Neil if he would like to return to Dovecotes TMO Board.

Positions of Treasurer and Secretary were available, and a vote had taken place in the room on positions and is as follows: **TREASURER - (SH) PROPOSED (JC) SECONDED (CW) SECRETARY - (AW) PROPOSED (JC) SECONDED (SH)**

## **PERFORMANCE REPORT: AM Report as CO**

**Voids** Asbestos surveys are now done on all properties that become void, this is having a negative impact on turnover and is expected to extend void period by 14 days minimum. Staff are working well with this, but it will be raised with CWC. No delays on sign ups and CO happy with the work being carried out by the housing team.

**PTV Reports** Post tenancy visits are carried out within the first 8 weeks and 8 months of tenancy commencement. The purpose of this being included in the report is so that the board have confidence that these are carried out and evidence of issues identified by the HO's. Overall performance is as expected and there are no issues with non-compliance.

**Fly-tipping** Although this is a retained responsibility the TMO are committed to clearing rubbish off the streets. There has been a collection this month, but we are awaiting the invoice. Overall the budget of £12000 is underspent so far this year.

**Arrears** AM noted that there has been little change in arrears despite the process returning to the patch officer. The hardship fund is being used correctly but AM feels more work could be done on low level cases. AM to investigate working practices of the HO's and pair them with AHO's who will be trained and carry out work on low level arrears.

**Tenancy Breaches** The pilot programme of Wolverhampton Homes carrying provide ASB services as per the management agreement is now in place. Jayne Hunt is the officer responsible and the staff are working in partnership productively. Property breaches have increased but this is mostly due to the summer months and untidy gardens. AM is supporting the HO's on visits and encouraging more intensive housing management.

**Staff** Absence (1 officer) due to illness in Jul/Aug where a HO was off for an extended period, she has since returned to work and there are no other issues. All staff appear to be happy in their roles however, changes planned to be implemented in September may have some impact on this. It is noted that the staff are resilient and committed employees of the TMO and the CO has full confidence that they will embrace the changes and continue to perform.

**Repairs & Maintenance** Repairs satisfaction is above target (96%) and LB is carrying out surveys on all repairs completed. The works programme is also underway with OAP decs and kitchen work planned in. The result of the property surveys is being compiled but is not yet complete, this will inevitably have an impact on programmes moving forward into the future.

**Income and Expenditure** Overall spend for the TMO is as expected however, there is a minor overspend in staff travel and expenses; this is due to the cost of attending conference and other activities, staff now code correctly, the previous spend for 2018/19 was not reflective of the true cost hence the budget lesser than required. Some costs in the board spend have been re-coded, this is mostly due to the changes in the way we record expenditure. It was expected to see these issues would arise during the embedding period. Board spend on stationary and miscellaneous is higher than the variance, this may rectify itself later in the year but is of no current concern.

#### **REPAIRS/OFFICE:**

Collating stock survey as they have now been completed. Raised door programme. Permission has been granted for a socket to be put outside the TMO office and the rear TMO office car park to be redone, **JC** mentioned mobility scooter storage **AM** will look at plans when they come back for a space. Map boards on the estate are working once again with the lighting on them.

#### **MATTERS:**

**CW** mentioned the Stourbridge doors on the flats and asked **SH** about the security of them. **BC** and **CW** mentioned the green off trees that are making the new white PVC front doors look nasty and need cleaning, **AM** said that is a tenant visit for that matter. **BC** asked how many composite doors need to be done? As he thinks 20 and **AM** says she will ask **WF** (Repairs Inspector)

**A.O.B:**

**CW** proposes to the board that we send Jim Perry (Vicar of St Pauls church) a card for luck in the future as he is moving home. **AM** mentions a day for welcoming new tenants and meeting the board to present a voucher to the tenant who will collect a Welcoming pack. The proposal was presented to board, board decided that they would prefer the packs and meet and greet to be done on a Tuesday or Friday when they are in. **AM** agreed to change the procedure so that there was no need for a schedule and at no point would a board member be alone in that meeting. **BOARD VOTE** to carry out new Welcome Pack Meet and Greet Pilot to April 2020 **Agreed Unanimously**. **AM** proposal Dovecotes TMO community events, **BC & CW** asked of places around the estate for children. **CW** asks the date of the Christmas Grotto is the 12<sup>th</sup> December 2019. **AM** asked for board decision on Halloween activity for children of the estate – UNANAMOUS. Black Country Museum trip for tenants being organised and will be ready for Board to see. **AM** mentioned an error that took place at the AGM with 4 members raffle tickets, as they were not entered the draw due to an error, as a Gesture of good will a £10 gift voucher for all 4 members will be offered to them. Board VOTE-UNANAMOUS.

**D.O.N.B.M:** 9<sup>TH</sup> OCTOBER 2019

Signed by Chair .....

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