

Dovecotes Tenant Management Organisation
Board Meeting 10th September 2020
Minutes

Attendee's: Joan C, Bernard C, Natasha CW, Andrew S, Liz K, Sarah H, Amie M

Guests – Melissa G, Lakhi S (cwc)

Apologies: Rebecca D, Ann W (could not connect to Microsoft Teams), Ryan PW

Note: There were some issues with all board members accessing Microsoft Team to join the meeting. Andrew Slater also left the meeting for a period of time due to a conflicting appointment but returned later.

1. Welcome and Introductions

Melissa and Lakhi from the City of Wolverhampton Council attended the meeting. The meeting was chaired by Amie on Joan's behalf due to using Microsoft Teams

2. The minutes of the previous meeting were sent in advance, members reviewed and confirmed as a true record. Proposed **JC** Seconded **NCW**. There were no matters arising.

3. Correspondence – there has been no correspondence

4. Chief Officer Report

Amie began her performance report stating that there are currently 15 voids, all works are now going ahead as normal. When reviewing performance on voids we normally look at the time taken between when the void is signed off and when it is signed up into a tenancy. The current average for this is 13 days, this is in line with KPI's. A record of calls through the main line to the office is still being completed with around 100 calls per week. We will start to record footfall to understand how we can better amend our opening hours to suit the community.

ASB update from Carly Dickins shows that the ASB unit currently holds 3 cases, 2 cases are regarding noise nuisance and one drug related case. We have recognised that reports of ASB into the office have reduced slightly since the beginning of lockdown.

We have seen a large increase in fly tipping throughout the first half of the financial year already spending almost £4000 of the £5500 budget. **ACTION** – Melissa to look into supporting the TMO with fly tipping, this is the responsibility of the council and the TMO should not be funding this to the extent they are. BC commented that the council should be billed for the collections already completed.

Spend so far this year is as expected; we saw relatively low costs during lockdown but as day to day repairs are now being carried out we are seeing higher expenditure. Board spend is particularly low.

Arrears have been gradually increasing since march however, over recent weeks we have seen an improvement and are hoping that the work the housing officers are completing will continue to reduce arrears.

Repairs satisfaction 98.18 for July.

Health and Safety – most staff are now fully compliant with mandatory training. Currently, one member of staff is absent on medical grounds but this is not covid related.

5. Matters for discussion

There have been no complaints or compliments for August
Insurance – CWC’s Risk Assurance has raised concerns over the TMO sourcing their own insurance. AM has responded stating that the insurance provided by the council was not only more expensive but left the TMO woefully under insured. **ACTION** Melissa to arrange a meeting and append to the MMA a notice to confirm the TMO can source their own insurance provided this is sanction by the council.

6. Health and Safety

1 call out by the fire service concerning a small short circuit of a shower unit, repairs have been completed and tenant unaffected.

AGM risk assessment sent to all board members, no comments or amendments

7. Sub committees

There have been no subcommittees this month. Board Champions for sub area’s have been decided as;

Finance – Sarah H

Health and Safety – Andrew S

Community Events – Ryan PW and Ann W

Repairs and Voids – Joan C

Estate Improvements – Bernard C

8. Board Calendar

No current training or events due to covid19

9. AOB

AGM – in light of the most recent announcement the AGM will be cancelled, this is due to no more that 6 people being able to meet. A letter will be sent to CWC for extension if needed. The TMO has a deadline to hold the AGM before 10/12/2020.

ACTION – Amie to write to CWC.

Annual accounts have been signed off by the exec committee and will be filed imminently.

Crofters Walk – BC comments that the street lighting is very poor, residents are at risk, this comes under WH to replace and is not included in the city-wide programme. **ACTION** – Amie to chase WH on upgrade

Dovecote – BC comments that the walkways are muddy and unsuitable, these will get worse in winter and now that the work on the bricks has been completed it would be good to improve access. **ACTION** – Melissa to chase CWC on improvement works and report back to board.

New LED lights – LK states that the new LED lights are much dimmer than the old streetlights.

Ryefield Rear Car Park – BC reports that there are some issues with crime due to lack of lighting **ACTION** AM to inspect on walkabout Monday.

Meeting ended 12:00

Signed by Chair

Date

