

BOARD MEETING 10th March 2021

VIRTUAL

18:00

ATTENDED

APOLOGIES

JC - Chairperson

NONE

AW - Secretary.

SH - Treasurer

AM - Chief officer

AS

BC

NCW - Owner Occupier

SW

STH

Cllr SR

MG - WCC

RP-W – Entered meeting due to work 18:10

BD – Entered meeting due to work 18:25

Minutes of last board meeting are discussed and an amendment to the car parks were made.

PROPOSED: JC

SECONDED: SH

DECLERATIONS: Cllr SR declares to Dovecotes TMO team member.

CORRESPONDENCE: E-mail received from **NR** regarding the NFTMO conference, the date has been moved to the 24th-26th June 2022. We agreed to leave the money paid for the conference with the NFTMO ready for next year's conference. **AS** "There is no increase in costs for next years conference as the hotel are keeping it to the same price". **JC** "Any extra person/persons attending will get an increase of costs". NFTMO have launched a new website and holding their AGM online (Date to be confirmed). Dovecotes TMO have agreed a Data Sharing Agreement with **WCC** so information that is delicate can be shared/processed with/by DTMO.

Unadopted parking area, **C.L** have not come onto the estate, yet the information was received from **DB**.

TPAS membership is coming to an end, TPAS membership has been accessed with **AM, AS, & AW** and found them interesting and useful. **JC** "Keep the membership going, how much is it?". **AM** "£785, when restrictions come to an end events will continue, and we shall use them". Vote with the board for continuation of membership with **TPAS**.

VOTE: Unanimous

WCC report the management allowance for our TMO is £1,335,600 total amount payable.

REPORT: There are a total of 9 voids. DTMO has had more voids this year than usual with around 40 so far. Housing Officers are making phone calls for tenancy checks. ASB cases, there has been 4 closed and 13 outstanding. There seems no progress on rent arrears. There has been 1 complaint and lessons learnt from it, the matter was about staff's conduct over a deceased tenant, **WCC** never passed the information over to Dovecotes TMO. Emotional stress was stated from a lady. The strategy would be to change something, put things right and learn from this experience. **BC** "Will **WCC** apologise to the lady? As it was NOT the TMO'S fault". **AM** "We always aim to be transparent and honest, the lady was informed of the issue preventing the tell us once notification coming through to DTMO from CWC". **MG** "If **AM** is not happy put it to **WCC**". **BC** "Could take it to the ombudsman". **NC-W** "If there is a complaint to be made phone or e-mail the Council it is a nightmare to call them and e-mail the right

section". **MG** "Calls go HIC and e-mail's to through the relevant party". **NC-W** "An elderly person is not going to do what is asked". **MG** "You will be given a reference number and put through to the appropriate department. Melissa has arranged for a spokesperson at the next MA meeting to show CO's how the service operates and give us an understanding of service". **NC-W** "E-mails will be taken out of context and people need help at times and **WCC** need to think of this and help also have thought what people want". **MG** "Do demo's on how calls come through, even with chief officers then information can be fed to team leaders". **NC-W** "We want to make a community and help us build a base with community; certain things need looking at". **AM** "The office's incoming calls are being logged, record the mainline and the contact data it's a good source. The data provides the board with an idea of how much work is going on around the estate. Repairs are busy. Case of lodger in possession DTMO successful in court who ruled in the TMO's favour. ASB cases with unit- there are x2 noise, 1 drug and 1 nuisance with visitors and car is not parked properly, sub-letters so further investigations were taken by **SR** and improvements are being made". The amount of £1.112 mil is not the same that is on the statement. **MG** "Thought overall figure be on there". **AM & MG** to meet on budget, did not realise price budget. **MG** left the meeting 18:45.

AM "Board massively underspent due to Covid-19. TMO £328,000 underspent, March to go on yet also void costs too. Plans are in the pipeline to spend on the estate. Some arrears are coming down and some are massively high of £5000, some will be attending court. £1000 plus rent arrears drop to £800 then go up again a couple of months later. We wouldn't usually these cases but, until we are able to get into court there will be no difference. I have asked housing officers to investigate rent accounts and maybe help with hardship fund or if they are in receipt of right benefits.

No projects now, on hold due to Covid-19.

Staff have lost 27 days, 2 separate absences. Fared well with absences. No fire/accident or near misses in Feb".

MATTERS FOR DISCUSSION: Budget for next financial year has been sent the paperwork via an e-mail, no major changes. £5000 to come back to the TMO as

materials has not been spent. Void costs £250,000 need to decide to continue with Gray's also do we leave decorating the void properties. Retain for budget for time being.

Fly tipping under budget as we passed collection back to CWC. Keep budget for one off clean-up of the estate. Board members to take pictures of fly tipping and send it to AM. BC is not in favour of £5000 to be put to one side for fly tipping. He has been reporting the fly tipping and no action taken. AM "Do it for members of the estate". JC "The £5000 is there just in case" BC "People need to take responsibility".

AM "Members have a nice estate". SH "Does this mean house gardens?". AM "Tenancy issues, 12th April will send out Housing officers as not putting them at risk yet. NC-W "Majority look after their estate and some don't". AM "It does not happen just on here, this is a national problem". JC "Make an example of someone". SR "Is noticeable areas took to tasking group". BD witnessed rubbish put out by her home and caught people doing it, then she gets abuse. BC "We get no help from WCC nor James CWC PPU and nobody is being prosecuted. BD "Every time a complaint has been made to CWC I have to have proof when I see them do it". AS "A couple of years ago police put dome cameras outside someone's home, [REDACTED] [REDACTED] We did a skip week around the estate although other areas used them but rather see this than rubbish being fly tipped". AM "Can't do skips on the estate at the moment as they can not be manned". SR "Skips were put on Rakegate on the day and removed the same day, otherwise they become over filled". BC "Van from outside the estate has been used to fly tip on this estate, can we get money from crime to pay for cameras to be installed?". AM "[REDACTED]". SR "I will e-mail Steve Evans as we are dealing in a different area about camera".

Board costs AM has moved £1000 from training to surveys.

Surplus is for Heat detectors, door replacement, car park improvements, fencing & roadside signs, BD "Haymarket signs need doing". Dovecote logo signs the entrance and exit of the estate need re-designing and replacing, start purchasing after Easter.

Pension Deficit £475.000 Surplus £190.000 Reserve plus operating.

VOTE BUDGET – Unanimous

PROPOSED - AS
SECONDED - BD.

Easter event, do it like we did for Xmas for children of the estate and spend £300 - £400.

Maternity for [REDACTED]

[REDACTED] Office opens 12th April 2021. The board will need to take a lateral flow test once a week to come into the office, if you have had a jab still get tested and need a negative to be allowed back into the office. When test kits start at the workplace then we will do them risk assessments.

NO SUBS & NO FUTURE BOARD TRAINING.

A.O.B: JC "Our AGM?". **AM** "If CWC don't push then we will leave it, fun day in June and then we can do it on that day". **NC-W** "Ballot on the pitch?". **AM** "Change the rules, as it is closed voting, hand out a change of rules to tenants/members". **NC-W** "People with disabilities to do it this way". **SR** "Dovecotes TMO allocation money code number I have is [REDACTED] **AM** "Different figures but will send to **SR**". **BC** "Asks if Wolverhampton Homes and the lighting in the car parks." **AM** is awaiting response. Crofters could do with additional lighting there and get a quote off highways. **BC** "Ask Matt Pickrell to prep trees, cut them back by lamp posts. Times of meetings are to be made alternately".

Meeting Closed 19:50

CHAIRPERSON SIGNATURE.....

DATE:.....
