



WINTER EDITION 2024/25

VOLUME 3

Newsletter

Dovecotes Tenant Management Organisation
Official Newsletter

Welcome to 2025

Message from your board members

2025 has certainly started with a bang, or shall we say with a gust.

This year we will continue to represent you and ensure your voice helps shape our community for all our Dovecotes residents. We have already started planning this years activities, projects and plans to continue to invest in our estate.

We were delighted to have brought some festive cheer to the estate again this December with our annual Christmas event. Over 150 children from the estate visited Santa.

Our mission is 'Together we will listen to our community to provide a safe, supportive, accessible and inclusive environment where people want to live'. We know that we can not achieve this alone.

Over the past 3 years we have been fortunate to offer those living on the estate help and support through the UK Governments Household Support Fund. We have been successful again this year to provide support to you.

Megan returned back to work in November after returning from Maternity leave, so if you are passing you may see her in reception so don't forget to pop in and say hello.

Our new Chief Officer Nikki Rolls started in December. Nikki has a wealth of experience in regeneration, town planning and operating board led companies. She is currently learning the Dovecotes way and will pick up where Amie left off to ensure our 2023-2026 Delivery Plan is achieved.

This issue:

Rebuild Cost of Living	PAGE 02
Household Support Fund	PAGE 03
History of Dovecotes	PAGE 04
Fly Tipping	PAGE 05
Lets Play Out	PAGE 06
Tenant Satisfaction Results	PAGE 07
Easter 2025	PAGE 08
TMO Events Update	PAGE 09
Message from Rev. Clarke	PAGE 10
Ian's Do's & Don't	PAGE 11
Community Trips 2025	PAGE 12



✉ info@rebuildsite.co.uk



CONTACT US

REBUILD CARLISLE

REBUILD WORKINGTON

THE REUSE HUB WOLVERHAMPTON

COMMUNITY

CIRCULAR ECONOMY

ABOUT

WORK WITH US

THE REUSE HUB WOLVERHAMPTON

The Reuse Hub, Wolverhampton is a joint undertaking between The Rebuild Site and ASAN Wood Saints. In a similar model to Rebuild in Carlisle, which has been operating since 2021, the Hub is helping the construction sector minimise waste, maximise resource use and reduce carbon emissions through diverting usable products and materials from downcycling, incineration and landfill and enabling reuse – therefore keeping resources at a higher value for longer. ASAN Wood Saints has been operating in the West Midlands for a number of years, specifically for wood, and given the opportunity to open a hub in the region it made sense to join with ASAN to deliver a more comprehensive offer and build on the great work they already do.

For more information
Contact 01902 556683
Email: dan@rebuildsite.co.uk

A LITTLE MORE INFORMATION...

The Reuse Hub is working with the regional construction industry and associated organisations to divert surplus materials from construction sites, builders' merchants, wholesalers and others in the supply chain operating in the West Midlands and sell them on giving local communities and businesses access to low-cost building materials. We will also provide free materials to support community projects and facilitate increased community resilience through social value activities.

The catalyst to open up a reuse hub in Wolverhampton came in the form of an opportunity to get some kick-starter grant funding from the West Midlands Combined Authority. The WMCA are advocates of the circular economy, and their West Midlands Circular Economy Routemap included the aspiration to have a network of construction materials reuse hubs across the region.

The Reuse Hub opened on Dixon Street in Wolverhampton in early July and we have already worked with the likes of BAM, Willmott Dixon, Barhale, McPhillips, Deeley Group and whg to divert valuable surplus materials.

Please give us a call and/or drop in for a visit and see how you can get involved!

Cost of Living Support

[HOME](#) / [COST OF LIVING SUPPORT](#)

Our city should be a place where everyone has the chance of a decent and secure life. Instead, too many people – many from working families – are struggling to meet their needs. Financial hardship means not being able to heat your home, pay your rent, or buy the essentials for your children. It means waking up every day facing insecurity, uncertainty and impossible decisions about money. It means facing marginalisation – and even discrimination – because of financial circumstances. The constant stress it causes can overwhelm people, affecting them emotionally and depriving them of the chance to play a full part in society. For more information please visit: www.wolverhampton.gov.uk/cost-of-living-support



Household Support Fund

Dovecotes TMO has again received further funding to assist households that have been affected by the rising cost of living and energy prices. We have introduced some guidance support around your first application to help us in reaching as many households as possible.

Households will be awarded an amount that will vary dependent on the make up of the household. Priority is given to supporting Food and Fuel, however other household essentials can be considered.

The funding can be used for support / assistance with:

- Food, Gas and electricity and Water
- Additional support is available for the following:
- Essential household items (white goods, small appliances)
- Other essentials (warm clothing and bedding)
- If you need support with essential household items or other essentials, please contact us on 01902 552780.
- The breakdown of the award is detailed below.
- Food Support

Where a household needs assistance with food, the following amounts will be awarded:

- Single Adult: £25.00
- Couple: £50.00
- Addition for each child in household: £15.00
- Fuel/energy Support

Where a household needs assistance with fuel, the following amounts will be awarded:

- Single Adult: £40.00
- Couple: £60.00
- Addition for each child in household: £15.00

We are particularly looking for those households who have not received funding in previous years and those with families.

For more information or to apply please contact the office before **Friday 16 March 2025** on **01902 552780** or via email on **generalenquiries@dovecotestmo.com**

**H o u s e h o l d
S u p p o r t
F u n d**

Your Comments

Google review January 2025

"We had a leaking isolation valve and tap and couldn't use our downstairs loo. We contacted the TMO for help and told them that my wife needed the toilet working as she's disabled and can't get upstairs quickly. Ian came out that day and replaced the faulty parts quickly. He was professional and polite and kept me informed of what he was doing when needed. A really good service by a great team."

Ian's came out today 29/1/2025. He's done a fantastic job on my two jobs. Always friendly and helpful. Thanks to Dovecotes TMO for great service as always.





The History of Dovecotes

The Dovecote was built in the 16th Century for the Lord of the manor to be able to get fresh eggs on a daily basis. These were, as the name suggests for the Doves, for meat and breeding.

There were no such things as chickens in the country at the time so Doves were the main source of breeding animals for food.

There were always small raids on these buildings because food was in short availability so they were always having to put security in place to guard the animals.

Our Estate was built around the landmark, always reminding Wolverhampton of the agricultural local heritage Dovecotes was renowned for.

If you want to be able to get access to the building please contact City of Wolverhampton Council.

Your Comments

Facebook review January 2025

"So had my bath re sealed and a new shower hose and I've gotta say, fabulous work. I've always liked TMO. very friendly and helpful, and Ian did a fantastic job so I hope the TMO are here for many more years too come"

"Ian's came out today to do my jobs and he's done a fantastic job. Always helpful and polite. Thank you dovecotes TMO."

"Fantastic job done by Ian Great service by Dovecotes TMO Thank You Warren & Team"

SATISFACTION

If you are happy with the service the repairs team have provided please let us know in one of the following ways:

Review us on google by scanning this QR code



Email us - generalenquiries@dovecotestmo.com



Call us - 01902 552780

Your feedback is important to us

Do you have any up coming local events or activities?

If so please contact us and we can add it into our spring edition Newsletter.

Call us on 01902 552780
or email:
generalenquiries@dovecotestmo.com



Fly tipping

Fly tippers who spoil the city for others will face heavier penalties under new measures introduced by City of Wolverhampton Council.

Fines for fly tipping have increased from £400 to £1,000 in the authority's continuing battle against the environmental crime.

The council has taken the decision to raise the fine after the government increased the maximum Fixed Penalty Notice (FPN) allowed for fly tipping.

The first FPN with the increased charge has already been issued and paid after officers tracked down the culprit responsible for a fly tip in Graiseley. The offender's details were found among the dumped waste. The fly tipper paid the fine within 14 days, reducing the total from £1,000 to £500. The early payment option will also apply in any future cases.

Money raised by the payment of fines continues to be reinvested in the council's environmental crime service, helping to bring people to justice who fail to dispose of their waste correctly.

Fly tipping costs Wolverhampton taxpayers around £300,000 a year. The increase in the fine is just one of a number of ways in which the council is working to tackle the crime.

In December, a new drone was introduced to allow officers to easily scan areas that have been victim to fly tipping and collect high quality footage to assist with prosecutions. The new technology supports the council's ongoing Shop a Tipper campaign. Under the campaign, anyone suspected of dumping rubbish has their images shared to appeal for information to help identify them.

If the information provided leads to successful identification, and FPNs are issued and paid or a prosecution takes place, residents receive a £100 Enjoy Wolverhampton Gift Card.

Residents can contact 01902 552700 with information or report online at Fly-Tipping - Shop a Tipper.

Where there are large fly tipping incidents, the offender will be taken to court, where they may face an unlimited fine or imprisonment for up to 12 months, or both. This also applies to cases with unpaid FPNs.

Since the start of January last year, the council has issued 52, £400 fixed penalty notices for fly tipping. During 2024, the council carried out 5 prosecutions for waste related crime and seized 3 vehicles.

"It is anti social, harmful to people and wildlife, and an eyesore. It's especially offensive to anyone who lives or works in the city and disposes of their waste responsibly."

"The council provides public litter bins, regular domestic waste and recycling collections, 2 household waste and recycling centres, a free small electricals collection service and a bulky waste collection service."

"Anyone who is found to have fly tipped in Wolverhampton will face a fine of up to £1,000. We want the city's streets to be kept clean, green and safe for everyone."

Residents are reminded that waste can be disposed of free of charge at our Household Waste and Recycling Centres (tips) which are open 7 days a week from 8am to 4pm. Centres are at Anchor Lane, Lanesfield, Bilston and Shaw Road, Wolverhampton.

A bulky item collection service to dispose of big unwanted items is also available, find out more at Bulky item collection.





What is Let's Play Out?

Let's Play Out allows streets to be temporarily closed to allow children to play. It is also referred to as Playing Out or Play Street.

Residents can apply to close their street to through traffic for 1-3 hours. This allows residents to come together and children to play out safely.

The aim is to give children the freedom to play out on the street and promote their independence. To encourage their independence, let them decide how they want to play. Organising adult-led games or providing lots of toys and equipment is not necessary.

Suitable roads include quiet residential streets or cul-de-sacs especially where there is an alternative route for through traffic.

To find out more information and to get free advice and guidance about 'Playing Out' please visit:
www.wolverhampton.gov.uk/licences/lets-play-out

Application

There are 2 types of applications available:

For a one-off event or to try out a 'Let's Play Out' event before committing to a regular closure

To close the road on a reoccurring basis in a 12-month period. For example, every Saturday 10 am to 12 pm (52 sessions).

You will need to be clear about which of these you are applying for. Please allow at least 8 weeks before your event date.

Your Comments

Google review January 2025

Had a blocked bath. Dovecotes TMO came out promptly and sorted problem.

Easy to call with any issues, always quick to sort.

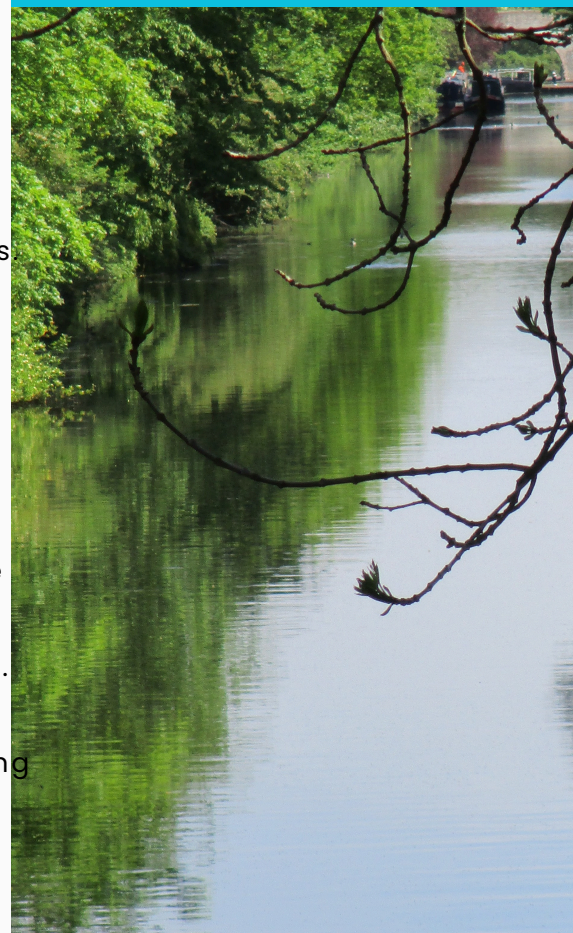
Google review December 2025

Great service

Quick response

Great job done by Ian sort leak out in airing cupboard 👍

Thank you Dovecotes TMO Repairs Team





TSM Dashboard

Annual Target



103

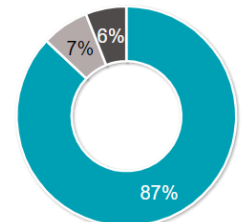
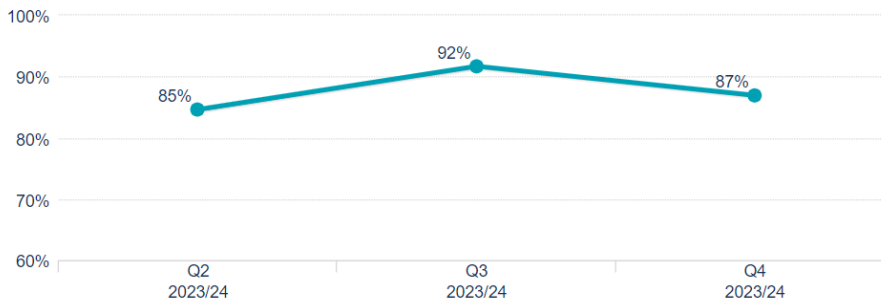
Residents Interviewed



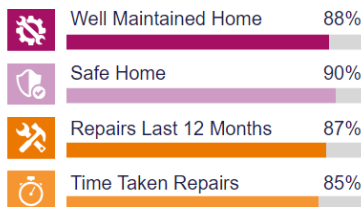
230



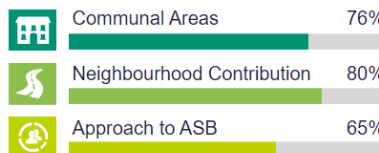
Overall Satisfaction



■ Satisfied ■ Neither ■ Dissatisfied



Tenant Satisfaction Measures



A BIG THANK YOU

As a result of you completing last year's survey we wanted to share, the results of the tenant satisfaction perception surveys for Dovecotes TMO.

The image doesn't show how we performed compared to the rest of the city. Dovecotes TMO results confirmed we are the best managing agent within Wolverhampton. Providing an enhanced service for our community.

How our tenants perceive us and the services we deliver is something we all hold responsibility for and are proud to serve such an amazing community and estate.

This years Tenant Satisfaction Survey is open now. You will receive an email from Acuity inviting you to participate. We strive on ensuring we continue to provide an enhanced service bespoke to Dovecotes. We look forward to your response.





Easter Children's Colouring Competition 2025

All children up to 11 years old, can enter. A winner will be picked from each category 1 to 4 year, 5 to 7 years, 8 to 11 years and SEN.

Entries will close of Friday 11 April 2025. Return your finished masterpiece to the TMO reception.

Name:
Address:
Contact number:

Age:





DOVECOTES TMO EVENTS PAGE



Our **Christmas** event 2024 was a great success with over 150 children visiting Santa's Grotto and over five hundred tenants in attendance visiting the Christmas Café, that offered festive hot and cold food and drinks.

All activities were solely delivered our board members who were on hand to engage with the tenants throughout the whole event.

There were eighty-four leftover chocolate selection boxes that were donated to Acorns Hospice.



Macmillan Coffee Morning took place last September in the TMO community Room.

We raised a huge £210. As a board we want to send you a personal thank you to every one who came and supported this event.

Easter 2025

Keep an eye on our Facebook page for more details



Resident Reverend of Dovecotes Pendeford

Resident Reverend Pastor Glenford Clarke, has lived here in Dovecotes for over 20 years.

I am the Senior Pastor Aruka Ministries based at Fallings Park Methodist Community Church, Wimborne Road Fallings Park.

Having looked at the way life is going my passion is to have a positive impact on families, friends and the community at large.

What I observe is that there are a lot of people suffering with their mental well-being, many suffering in silence scared to talk to someone due to fear of being judged, or looked at differently, frightened to open up due to lack of trust.

People sometimes just need someone to talk to, someone that will listen to them and offer some form of support, someone at the end of a phone who can help during difficult times or circumstances.

It has been a concern for me for some time and I want to be able to offer my support to people within the Dovecotes area. We see and hear it on the news constant issues around knife crime, anti social behaviour etc.

Never feel you have to suffer in silence, never feel you have to feel alone, maybe you feel trapped in a cycle that keeps repeating itself and you feel there is no way out.

Today you can decide to make a change by reaching out, and asking for help.

If you need prayer I have a prayer request group chat where you can post your request, do not hesitate to contact **07748 757508** and the appropriate link will be forwarded.

If you require any further information you can contact: Email: arukaminstries@outlook.com or Facebook Aruka Ministries

Please note that every conversation is treated in the strictest of confidentiality.

I look forward to hearing from you.
Reverend Glenford Clarke



Reverend Glenford Clarke

T:07748 757508

E:arukaminstries@outlook.com

Facebook: Aruka Ministries





How to report a repair



01902 552780



The Housing Office, 86 Ryefield, Pendeford,
Wolverhampton, WV8 1UD



www.dovecotestmo.com



generalenquiries@dovecotestmo.com



01902 552999 Out of Hours
repairs

Ian's Dos and Don'ts

- ✓ Every month put your washing machine on at 90 degree service wash. This keeps your washing machine smelling better
- ✓ If you pour bleach down your sink it keeps your waste from blocking & smelling 👍
- ✓ When you've had a shower wipe your tiles down with a dry cloth to prevent the grout and silicone seal going mouldy 🦠
- ✓ When your windows have condensation on them in the cold weather, wipe the water off to stop mould forming ⚡

Don't

- ✗ Please don't use toilet hook's in your toilet pan because when empty they can be flushed down into the drain causing blockages 🦠 Also, don't use Blu Loo tablets in your cistern these can cause the rubbers in the syphon to perish.
- ✗ Avoid great amounts of food going down your sink waste, this can cause blockages 🦠

If you're happy with the service & work carried out 🧡 would you please leave a review on Google or on our Facebook page 🦠

f Find us on Facebook

Use your camera to scan the code



Your friendly neighbourhood estate operative



We need you!

This year we want your feedback. Last year we asked you to suggest places to visit in 2025.

We have selected the top ten places requested to ask for your vote to arrange for this year. Please vote for which one you would like to go to this year.

The choices are:

1. **Black Country Museum**
2. **Chester Zoo**
3. **Liverpool**
4. **York**
5. **Trentham Gardens**
6. **Skegness**
7. **Scarborough**
8. **Blackpool Illuminations**
9. **Wolverhampton Panto**
10. **Diddly Squat Farm**



TO VOTE PLEASE USE THE QR CODE
VOTING CLOSSES 31 MARCH 2025.

ALTERNATIVELY DROP IN YOUR VOTE CHOICE TO THE
TMO OFFICE

CONTACT US



01902 552780



generalenquiries@
dovecotestmo.com



dovecotestmo.com



Public Opening Hours

Monday, Tuesday
& Friday

09:00 – 13:00

14:00 – 16:00

