

# Dovecotes Tenant Management Organisation Ltd Annual Report 2024/25

This Report details our activities and financial statement for the period April 2024 to March 2025



***"Local Voices, Lasting Change."***





## **An introduction from the Chairperson, Glenford Clarke**

Welcome everyone to our 19th Annual Report. This report looks back at everything that has happened from April 2024 to 31st March 2025.

I believe that a TMO can be summed up by 4 words 'local voices, lasting change'. We are a locally managed organisation managing council housing located at Dovecotes. My fellow board members and I are volunteers, we offer our skills, knowledge, and experience as a resident to advocate your voice helping shape the services delivered for you. As the economic environment evolves around us we as an organisation must change to and you will see from this report all the fantastic work the TMO has done over the past year.

I could not fulfil my role as Chairperson 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. We could not operate as we are if you didn't vote in ballots, attend AGM's, participate in all the activities we provide or provide us feedback through surveys and scrutiny panels.

In December last year our new Chief Officer Nikki Rolls joined our organisation. Nikki brings almost 20 years of wealth and knowledge working with local authorities and not for profit limited corporations delivering local change and service delivery within the community she served. I speak for all by saying how much she helped implement internal changes helping the TMO to become a stronger, successful, and ambitious organisation going forward with the core vision of a 'led by residents for resident's' organisation.

This Annual Report will highlight all the fantastic work we have delivered over the past year, along with our aspirations for our forthcoming year. Our focus remains unchanged - your voice your place. Our role is to advocate you and ensure our estate evolves with the ever changing world we live in.

As we approach our 20 years of representing Dovecotes, we aim to continue to deliver improvements for the betterment of the residents, as a managing agent, to provide an enhanced service above and beyond the statutory obligations of the landlord (City of Wolverhampton Council), invest in the properties we manage through bespoke work programs, ensure our public spaces remain clean and green and advocate for the residents, ensuring our community thrives and is proud to live in Dovecotes.

On behalf of the Dovecotes TMO Team we hope that you enjoy this report, and I look forward to seeing you at our AGM on Tuesday 7 October 2025.

Thank you, Glen and the rest of the board members.

### **Dovecotes Tenant Management Organisation Board**

Chairperson – Glenford Clarke

Vice Chairperson – Sarah Handley

Secretary – Andrew Slater

Treasurer – Jen Biddle

Board Members include Dee Williams, Simon Blackham, and Donna Mills

We currently have 2 vacancies available on our board, if you would like to contribute and support our community, please complete a board election nomination form for vote at our Annual General Meeting 2025.



## 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 24/25	YEAR END 24/25
<b>Repairs</b>		
Average time taken (calendar days) to complete non-urgent repairs	8 days	<u>8.08</u>
% of responsive repairs for which an appointment was made & kept	93.00%	<u>98.83%</u>
% of emergency repairs completed on time	96.00%	<u>99.73%</u>
% of routine repairs completed on time	97.00%	<u>98.11%</u>
<b>Voids</b>		
Average time to re-let housing	28 days	<u>8.48</u>
Void Loss as a % of rent roll	1.50%	<u>1.50%</u>
<b>Repairs Customer Satisfaction</b>		
Repairs Customer Satisfaction %	96.00%	<u>99.80%</u>

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 of Wolverhampton Council delivered by Wolverhampton Homes.

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





## Rent & Tenancy Management

MEASURE	Annual TARGET	Year-end Total 24/25
% of rent collected (cumulative)	97.00%	98.93%
% Arrears as a % of rent roll (cumulative)	3.00%	5.32%
Tenancy Audits planned visits completed 2024	100%	86.86%
Anti-social Behaviour report total ( <i>per 1000 homes</i> )	-	27.10%

We provide advice and assistance on a range of tenancy issues and housing allocations. The collection of rent is vital to fund 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. We understand that everyone is feeling the cost of living and through schemes such as the Household Support Fund, the Housing Assistance Program and our own Hardship Grants we will continue to help our tenants make long lasting changes to better manage their income and outgoings.

We know how important it is to visit tenants and, in our effort to update the data we hold and act promptly on tenancy management issues we began a visiting all tenants program at the start of the year. In the past 12 months our officers have completed 410 tenancy audits. We plan to visit each tenant at least once every 2 years and use the feedback we receive to tailor our services to tenants.

## Compliments and Complaints

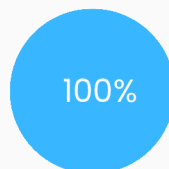
When our customers express dissatisfaction with any of the services we provide, we welcome and value the opportunity to address their concerns and aim to resolve their complaint with minimal formality.

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 2024 and 31st March 2025, the TMO recorded 13 complaints; 1 related to the service we had provided and 5 concerning a repair and 7 regarding provisions provided by our partner agencies as retained services.



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



All complaints were resolved at stage 1 of our complaint's procedure.



## Tenant Satisfaction Survey Results

In February this year, Acuity contacted tenants across Wolverhampton on behalf of The City of Wolverhampton Council.

Not only do we continue to be the best performing TMO in the city, but we remain the overall winner in tenant satisfaction.

Satisfaction is high among the residents of Dovecotes TMO, with 86% satisfied with the overall service and over 90% satisfied with the aspects of the repairs service.





## Our Community, Social Value and Tenant's Scrutiny

At our core we are a locally led community organisation. 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.

Over the past 4 years we have organised day trips in addition to the other community led events such as crafts, bake sales and Christmas grottos.

This year, we have delivered community led 'Christmas, Easter and a VE/VJ Wartime Heros' event which have been by far the most attended events the TMO have ever delivered. In total we saw in excess of 600 residents attend our community events this year.

Last winter we repeated our Friendship Friday project supplying much needed warm meals to those who needed them, we saw over 100 residents attend or a hot meal delivered to them.

Christmas, we delivered the infamous Christmas Grotto which saw 150 children benefit from a gift from Santa, and a Christmas Café which provided seasonal treats at a low cost to the residents of the estate.

A two course Christmas lunch was delivered free to all residents of the estate, that saw 27 residents attend and we delivered several meals to residents who couldn't make it to the office, providing a hot meal to their door.

For a first this year we went to public vote so you could decide on the destinations for this year's community summer trips, and we had 80 residents vote which was astounding! Your voice voted for the 3 summer trips to be Liverpool, Scarborough and Chester Zoo. Scarborough sold out almost immediately.

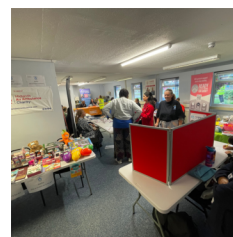
A total of 145 residents attended the trips this year. Their feedback will shape the locations for public vote next year – your voice shapes where we plan to visit.

We hosted the first ever 'Love Your Community' event delivered by City of Wolverhampton Council. We are already in talks to expand this next year with the Council.

We have delivered several coffee mornings raising money for charities such as MacMillan, The Air Ambulance, and Acorns Children's Hospice.

The events and activities that we hold bring our community together improving wellbeing and building relationships, as we are here to listen and represent the voice of the community and together, we make Dovecotes a place full of pride, loved by all.

We have introduced two engagement projects 'I Love Dovecotes' highlighting why you love the estate and what makes you proud to be from Dovecotes, and 'Tell Us' to enable the residents to voice their concerns or issues they want us to improve relating to the whole estate not just the properties we manage to provide civic pride of the estate to all who live here.







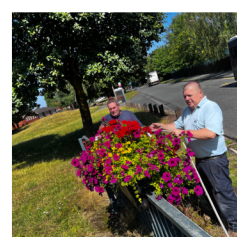
We have also invested in tenants' homes delivering improvement projects ensuring that the homes tenants live in are decent, safe, and healthy. In the past year we have replaced 32 doors to UPVC doors, redecorated 20 rooms on the OAP decoration programme, and we replaced 31 roofs in conjunction with Wolverhampton homes due to persistent and historical roofing issues.

Throughout the financial year our Household Support Officer helped both tenants and residents living at Dovecotes though the UK Governments Household Support Scheme with a total of £45,000 funding. We have helped tenants who have experienced financial hardship of a sum in excess £22,000 from the allocated Hardship fund we have available each year.

This year we have seen lots of change on how we operate ensuring we adopt all key aspects of modern co-regulation of the Regulator of Social Housing's Consumer Standards. After the introduction of the tenant- led scrutiny panel we plan to expand this into two Community Scrutiny Panels covering Community and Estate services as it became apparent both were a priority for the residents of Dovecotes, ensuring the TMO and retained service agencies operate in a mutually beneficial model which allows positive scrutiny and engagement as one collective voice and partnership.

Tenants will have an opportunity to hold their landlord to account, have greater influence over how services are delivered, have more power over business decisions and improve the services they receive. Dovecotes TMO is not a landlord but is tasked with carrying out housing management functions on the landlord's behalf. The benefit of a scrutiny model that sits outside our own governance and will help us and the City of Wolverhampton Council (the landlord) understand expectations and make improvements.

## OUR PRIORITIES FOR 2025/26





## Tenant Participation Survey 2025

Following the results of the most recent Tenant Perception Survey it was identified we did not perform well on satisfaction when dealing with complaints with only 32% stating that they were satisfied. The objective of the panel was for us to gain some live and immediate insight from tenants about their perception of the way we deal with complaints

You said...	We pledge...
Expressed concerns about the treatment of residents, highlighting a perceived bias and lack of respect from service providers. Many feel that they are treated as second-class citizens, with assumptions made about their employment status and lifestyle.	In providing better communication and respect from contractors and staff. Several training sessions have been organised for the staff and for contractors to provide certificates of completion.
Improved property upkeep, including the need for better grass cutting, tree pruning, and addressing fly-tipping.	To work more closely with the partner agencies who deliver this service as it is not the TMO. To ensure accountability and plans communicated via board and community scrutiny meetings.
Expressed dissatisfaction with the quality of repairs, emphasising the need for more professional and thorough work. Specific requests included the need for better communication regarding repairs and updates on complaints, as well as the importance of having a physical point of contact for concerns.	To create a working relationship with Wolverhampton Homes and a code of conduct for all contractors to work in line with. To ensure all outcomes are communicated via board and community scrutiny meetings, in the paper newsletters and the website for all residents awareness. To reinforce the office reception opening times as the physical point of contact for any repairs update, concerns or complaints.
Safety and security emerged as critical issues, with several residents mentioning drug-related problems and anti-social behaviour in their neighborhoods. There are calls for increased action against these issues, including the installation of CCTV in problematic areas and better management of communal spaces.	To work more closely with the partner agencies who deliver this service as it is not the TMO. To ensure accountability and plans communicated via board and community scrutiny meetings.
More community engagement and opportunities for residents to voice their ideas for improvements. The demand for enhanced communication, respect, and proactive measures to address maintenance and safety concerns within the community.	We have introduced new ways of working to ensure residents are incapsulated in everything we deliver. This includes community vote polls, more community events and activities, I Love Dovecotes' and 'Tell Us' communication projects, community tenant meetings, and 2 community scrutiny meetings. QR codes for direct feedback opportunities as well as a new website that feedback can be added.
We want complaints to be dealt with better and promptly.	We will introduce an updated Complaints Policy, along with single points of contact for each complaint stage to provide a professional transparent process integral in putting residents voice as a priority.



## 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 2025.

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 01.04.2024 – 31.03.2025.

Balance Sheet	2025 £	2024 £
<b>Fixed Assets</b>		
Tangible Assets	£4,522	£7,498.00
<b>Current Assets</b>		
Stocks	£5,674	£6,673
Debtors	£10,976	£28,980
Cash at Bank and in Hand	£1,788,013	<u>£1,602,788</u>
	<b>£1,804,663</b>	<b>£1,638,441</b>
Creditors: amounts falling due within 1 year	£(210,150)	(£131,305)
Net Current Assets	£1,594,513	£1,507,136
<b>Total Assets Less Current Liabilities</b>	<b>£1,599,035</b>	<b>£1,514,634</b>
<b>Provisions for Liabilities-</b>		
Net Assets Excluding Pension surplus/(deficit)	£1,599,035	£1,514,634
Defined Benefit Pension Surplus/(Deficit)	£758,370	<u>£474,370</u>
Net Assets	£2,357,405	<u>£1,989,004</u>
<b>Reserves</b>		
Other Reserves	£1,649,000	£1,144,250
Income and Expenditure Account	£708,405	<u>£844,754</u>
<b>Members Funds</b>	<b>2,357,405</b>	<b><u>£1,989,004</u></b>





Income & Expenditure	2025 £	£	2024 £	£
Allowances Received		£1,280,000		£1,217,000
Other Income		£1,095.60		£3,975
Government Grants		£45,000		<u>£25,000</u>
				£1,245,975
<b>Direct Costs</b> <i>Purchases &amp; other direct costs</i>				
Property repairs & maintenance	£610,150		£796,808	
Kitchen Programme			-	
Heat Detectors & Smoke Alarms	£391		£1,602	
Fencing Programme	£26,868		£48,976	
Security Lights	£435		£400	
Canopy Programme			-	
OAP Redecorations & Materials	£24,824		£39,774	
Tree's Programme	£1,980		£9,650	
Ground Work	£1,593		£1,960	
Grant Expenses	£45,000		£25,000	
Fly Tipping	£1,643		£1,760	
Stock Movement	£999		£542	
Total Purchases & other direct costs	£713,883		£796,808	
Total Direct Costs		£713,883		<u>£796,808</u>
<b>Gross Surplus</b>		£612,213		<u>£449,167</u>

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 September 2025.

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



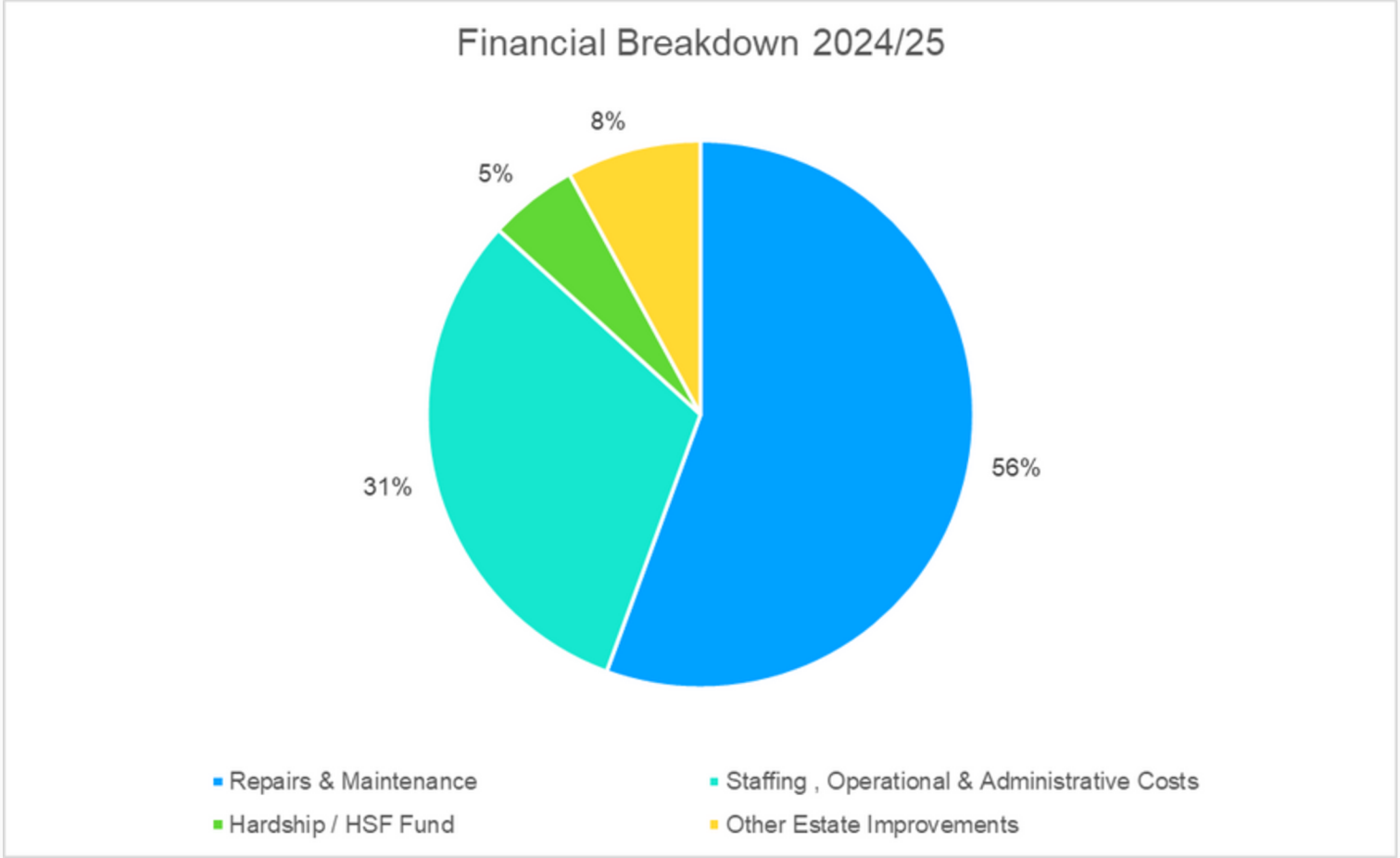


	2025 £	£	2024 £	£
<b>Administrative Expenses</b>				
Administration Salaries	£310,936		£304,920	
Social Security Costs	£32,135		£31,564	
Training	£3,894		£5,158	
Staff Pension Costs Defined Contribution	£61,012		£68,928	
Other Staff Costs	£3,307		£3,843	
Insurance	£16,534		£17,900	
Repairs and Renewals	£20,152		£32,041	
Digital and IT SLA	£18,192		£-	
Motor and Travel	£2,421		£3,285	
Board Costs and Community Events	£16,012		£16,398	
Interest	£80,000		£76,000	
Hardship Fund	£22,346		£9,377	
Legal and Professional Fee's	£7,898		£8,612	
Audit Fees	£6,500		£5,750	
Bank Charges	£396		£394	
Printing and Stationary	£3,434		£2,904	
Telecommunications	£3,045		£4,509	
Sundry expenses	£11,510		£8,301	
Depreciation	£2,974		£4,999	
Profit or loss of sale of tangible assets (non exceptional)	£(283)			<u>(£604,883)</u>
Operating Deficit		£(10,202)		<u>(£155,716)</u>
Interest receivable and similar income		<u>£138,090</u>	<u>£101,503</u>	
Deficit before taxation		£127,878		(£54,216)

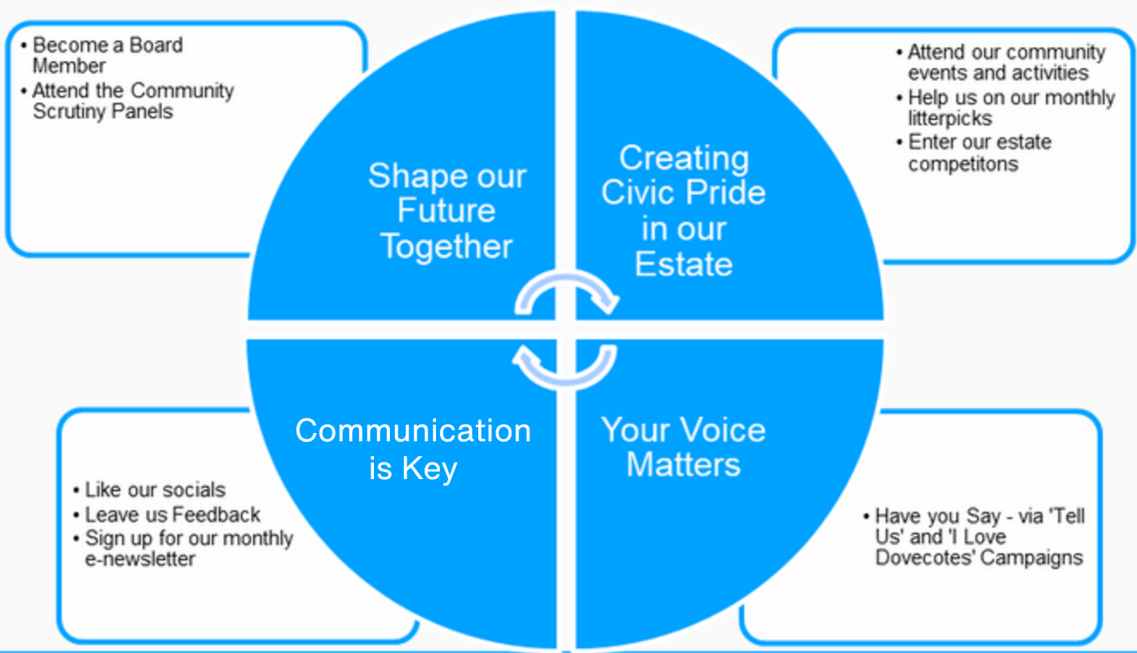




Dovecote TMO’s income for 2024-2025 was £1,326,096 of which 96.5% was comprised of the management fee. The below chart shows income used on repairs, maintenance and other estate improvements:



**How can you get involved?**







Are you interested in becoming a board member? We have 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 [generalenquiries@dovecotestmo.com](mailto:generalenquiries@dovecotestmo.com) or call us on 01902 552780

### Dovecotes TMO AGM Board Election Nomination Form

To be filled in by any resident in the Dovecotes area who wishes to stand for election to the Board (voluntary Management Committee) of Dovecotes TMO limited. This form needs to be submitted by Thursday 2 October 25.

**Election Year:** \_\_\_\_\_

**Resident Information**

- **Full Name:** \_\_\_\_\_
- **Email Address:** \_\_\_\_\_
- **Phone Number:** \_\_\_\_\_
- **Current Position/Title** (*existing board members only*): \_\_\_\_\_
- **Membership Number:** \_\_\_\_\_
- **I have lived in dovecotes for** (*state years / months*): \_\_\_\_\_

**Candidate Statement**

Please say a little bit about yourself and why you would like to join the Management Board. The reason(s) why I want to stand for the Resident Management Committee are as follows: (this could be any relevant skills and experience you can bring to the board, work experience, other voluntary activities and/ or your knowledge of the local community). How can you help make Dovecotes a better, safer place where people want to live. No more than 500 words. (Please note this statement may be circulated during the ballot at the AGM).

**Declaration and Consent**

- I have the following skills/experience that I believe will be useful on the Board:
- I have read and understood the Rules the Dovecotes Tenant Management Organisation Limited and the Code of Conduct, and I understand the role and responsibility of Board members. I know of no reason why I may not stand for election to the board.
- ☐ I confirm that I agree to be stand for election and I am willing to serve if elected.
  - ☐ I understand that submission of this form does not guarantee election to the board.

Signature of Nominee: \_\_\_\_\_

Date: \_\_\_\_\_





# **Dovecotes Tenant Management Organisation Ltd**

## **Annual General Meeting Calling Notice**

**Tuesday 7 October 2025 at 6pm**

Registration and refreshments open at 5:30pm

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

### **Agenda**

1. Chairperson introduction to the meeting
  - 1.1 Approval of Minutes of last AGM
  - 1.2 Dovecotes TMO Annual Report
2. Annual Accounts presentation
3. Approval of the Annual Accounts and continuation vote of Jerroms GCN as Auditors
4. Amendments to the Constitution member vote
5. Nomination and election of board positions
6. 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
7. Garden Competition Winners
8. Raffle Draw



**All nominations for election to the management board must be received by Thursday 2 October 2025**

Are you interested in becoming a board member? We have 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 [generalenquiries@dovecotestmo.com](mailto:generalenquiries@dovecotestmo.com) or call us on 01902 552780

We recognise that to display our accounts fully we have needed to use a small font that may make these difficult for our members to read. If you require this report in any other format, please contact us.