



From the past, looking to the future

Dovecotes Tenant Management Organisation

Annual General Meeting 2025

Facilitator Annelie
 Surnevall

Date: Tuesday 7
 October



"Local Voices, Lasting Change."

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

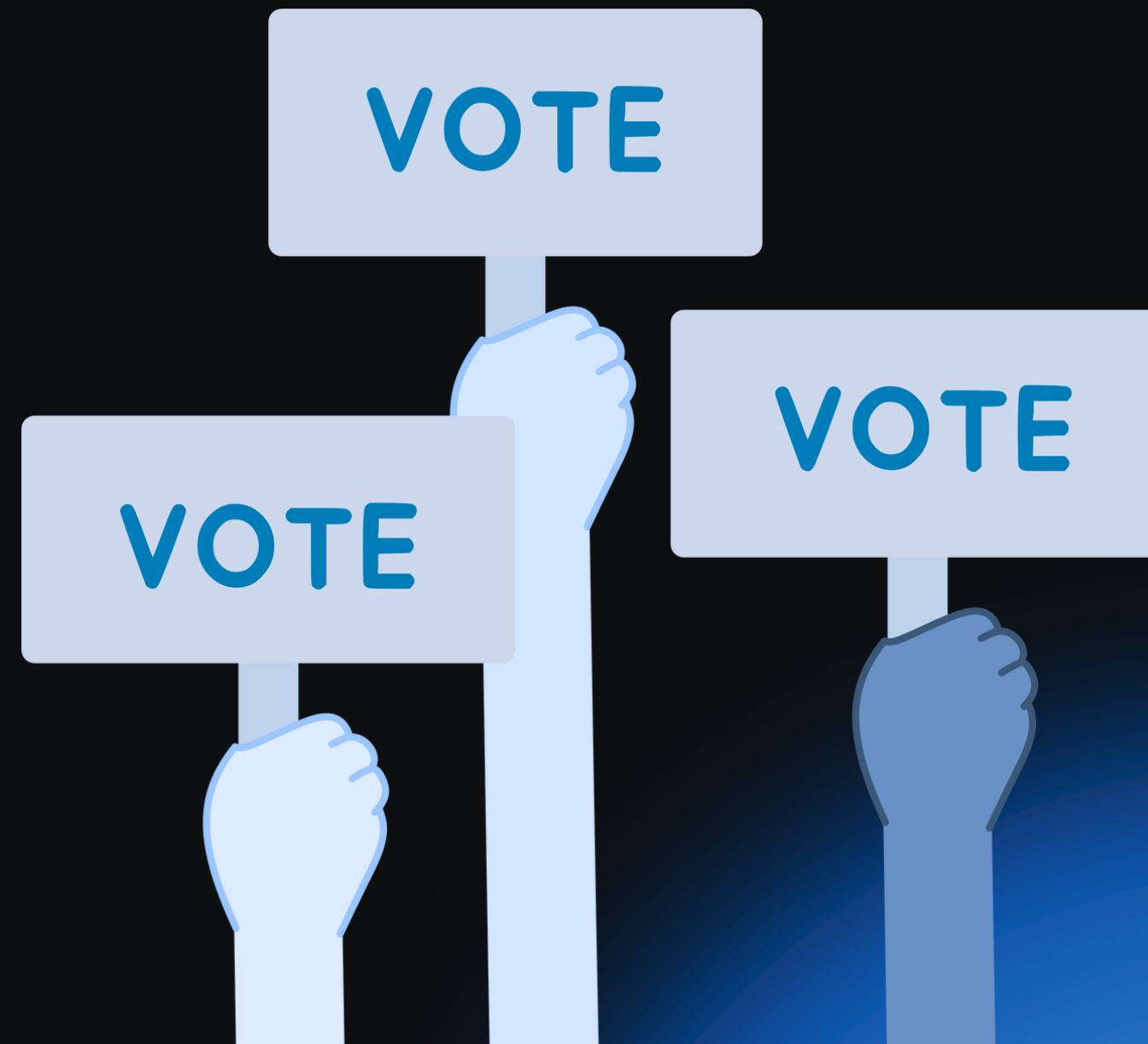
8. Raffle Draw

1. Chairpersons Introduction



Declaration of interest;
*to officially state that you are
connected with something or someone,
and so cannot be completely fair and
independent when making a decision
involving them.*

1.1 Approval of Minutes from the last AGM



1.2 Dovecotes TMO Annual Report



Presented by Nikki Rolls,
Chief Officer

Dovecotes TMO Annual Report 2024/25



Dovecotes TMO Team



Nikki Rolls, Chief Officer



Warren Frays, Senior
Repairs &
Maintenance Officer



Sarah Reay, Senior
Housing
Management Officer



Pauline Foster, Finance &
Monitoring Officer

Dovecotes TMO Team



Ian Howroyd,
Maintenance Operative



Resident Engagement
Officer



Lisa Colucci, Housing
Management Officer



Kayleigh Evans, Housing
Management Officer

Dovecotes TMO Team



Lyndsey Beckett, Repairs & Maintenance Administrator



Megan Bridges, Customer Services Assistant



Bridgeen Morrin, Customer Service Assistant

Dovecotes TMO Board



Top Row Left to Right
Glenford Clarke, Sarah
Handley, Jen Biddle,
Andrew Slater



Bottom Row Left to Right
Dee Williams, Donna
Mills, Simon Blackham
(10)

Board Vacancies - We need you!



Performance

We measure our performance using key performance indicators known as KPI's, this includes rent collection, voids, responsive repairs, letting times, customer satisfaction and complaints.

Sharing our performance with you provides an insight into helping you to understand what we are doing well and where we need to do better.

Repairs & Maintenance

MEASURE	TARGET 24/25	YEAR END 24/25
Repairs		
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>
Voids		
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>
Repairs Customer Satisfaction		
Repairs Customer Satisfaction %	96.00%	<u>99.80%</u>

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 (per 1000 homes)	-	27.10%

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.

100%

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

Tenant Satisfaction Survey Results 2025



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.

Social Value



Social Value



Social Value



Social Value

Upcoming Activities



- Halloween Funday

Wednesday 29 October 2025

- Remembrance Tree Switch on

Friday 28 November 2025 4pm

- Chirstmas in Dovecotes

Friday 12 December 2025

- Resident Christmas Lunch

Wednesday 17 December 2025 - 12 midday

Our Priorities for 2025/26



Our Priorties for 2025/26

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.
(22) 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.

Our Priorities for 2025/26



2. Annual Accounts Presentation



Introducing Martin Bradley FCCA

Presentation of Dovecotes Tenant Management Organisation
Annual Accounts and Financial Statement

DOVECOTES TENANT MANAGEMENT ORGANISATION LIMITED**STATEMENT OF CHANGES IN EQUITY****FOR THE YEAR ENDED 31 MARCH 2025**

	Reserve Fund	Contingency Fund	Pension Fund Deficiency	Income and expenditure	Total
	£	£	£	£	£
Balance at 1 April 2023	546,643	287,000	273,370	757,583	1,864,596
Year ended 31 March 2024:					
Deficit	-	-	-	(56,592)	(56,592)
Other comprehensive income:					
Actuarial gains on defined benefit plans	-	-	-	181,000	181,000
Total comprehensive income	-	-	-	124,408	124,408
Transfer from reserve fund	(181,643)	-	-	181,643	-
Transfer to contingency fund	-	17,250	-	(17,250)	-
Pension scheme movements	-	-	201,630	(201,630)	-
Balance at 31 March 2024	365,000	304,250	475,000	844,754	1,989,004
Year ended 31 March 2025:					
Surplus	-	-	-	121,401	121,401
Other comprehensive income:					
Actuarial gains on defined benefit plans	-	-	-	247,000	247,000
Total comprehensive income	-	-	-	368,401	368,401
Transfer from reserve fund	205,000	-	-	(205,000)	-
Transfer to contingency fund	-	15,750	-	(15,750)	-
Pension scheme movements	-	-	284,000	(284,000)	-
Balance at 31 March 2025	570,000	320,000	759,000	708,405	2,357,405

DOVECOTES TENANT MANAGEMENT ORGANISATION LIMITED

BALANCE SHEET

AS AT 31 MARCH 2025

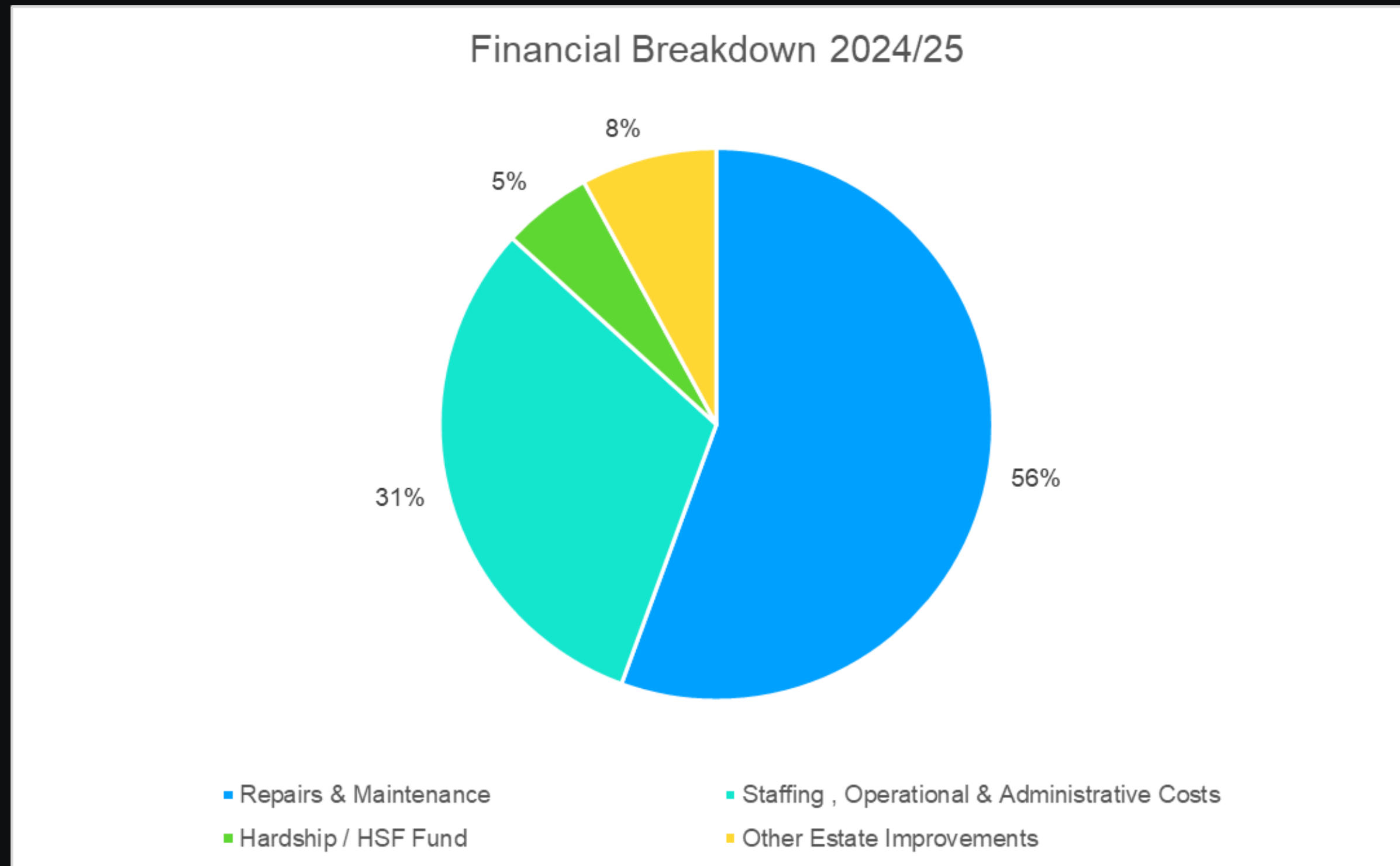
		2025		2024	
	Notes	£	£	£	£
Fixed assets					
Tangible assets	5		4,522		7,498
Current assets					
Stocks		5,674		6,673	
Debtors	6	10,976		28,980	
Cash at bank and in hand		1,788,013		1,602,788	
		<u>1,804,663</u>		<u>1,638,441</u>	
Creditors: amounts falling due within one year	7	<u>(210,150)</u>		<u>(131,305)</u>	
Net current assets			<u>1,594,513</u>		<u>1,507,136</u>
Total assets less current liabilities			<u>1,599,035</u>		<u>1,514,634</u>
Net assets excluding pension surplus			<u>1,599,035</u>		<u>1,514,634</u>
Defined benefit pension surplus			<u>758,370</u>		<u>474,370</u>
Net assets			<u><u>2,357,405</u></u>		<u><u>1,989,004</u></u>
Reserves					
Other reserves	9	1,649,000		1,144,250	
Income and expenditure account	9	708,405		844,754	
Total members' funds			<u><u>2,357,405</u></u>		<u><u>1,989,004</u></u>

DOVECOTES TENANT MANAGEMENT ORGANISATION LIMITED			
DETAILED INCOME AND EXPENDITURE ACCOUNT			
FOR THE YEAR ENDED 31 MARCH 2025			
	2025		2024
	£	£	£
Income			
Allowances received		1,280,000	1,217,000
Other income		1,096	3,975
Government grants		45,000	25,000
		<u>1,326,096</u>	<u>1,245,975</u>
Direct costs		(713,883)	(796,808)
		<u>612,213</u>	<u>449,167</u>
Gross surplus			
Administrative expenses		(622,415)	(604,883)
		<u>(10,202)</u>	<u>(155,716)</u>
Operating deficit			
Interest receivable and similar income			
Bank interest received	34,090		12,503
Net interest on defined benefit asset	104,000		89,000
	<u>138,090</u>		<u>101,503</u>
Interest payable and similar expenses			
Interest on overdue taxation - not financial liabilities		(10)	(3)
		<u>127,878</u>	<u>(54,216)</u>
Surplus/(deficit) before taxation			

SCHEDULES TO THE INCOME AND EXPENDITURE ACCOUNT
FOR THE YEAR ENDED 31 MARCH 2025

	2025 £	2024 £
Cost of sales		
Property repairs and maintenance	610,150	667,144
Heat detectors and smoke alarms	391	1,602
Fencing programme	26,868	48,976
Security lights	435	400
OAP redecorations and materials	24,824	39,774
Trees 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
	<u>713,883</u>	<u>796,808</u>
Administrative expenses		
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 costs	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 fees	7,898	8,612
Audit fees	6,500	5,750
Bank charges	396	394
Printing and stationery	3,434	2,904
Telecommunications	3,045	4,509
Sundry expenses	11,510	8,301
Depreciation	2,974	4,999
Profit or loss on sale of tangible assets (non exceptional)	(283)	-
	<u>622,415</u>	<u>604,883</u>

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:



3. Approval of the Annual Accounts & the continuation of Jerroms GCN as Auditors



4. Amendments to the Consitution

Members Vote



5. Nomination and Election of Board Positions

Existing Board
members Re-election



Top Row Left to Right
Glenford Clarke, Sarah Handley, Andrew Slater, Jen Biddle

Bottom Row Left to Right
Dee Williams, Donna Mills, Simon Blackham



5. Nomination and Election of Board Positions



New Residents nominations -



Elaine Price



David Guthrie

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. Dovecotes In Bloom Garden Competition 2025



Dovecotes In
BLOOM
Finalist

Dovecotes In
BLOOM *
Finalist
Best Garden

Dovecotes In
BLOOM

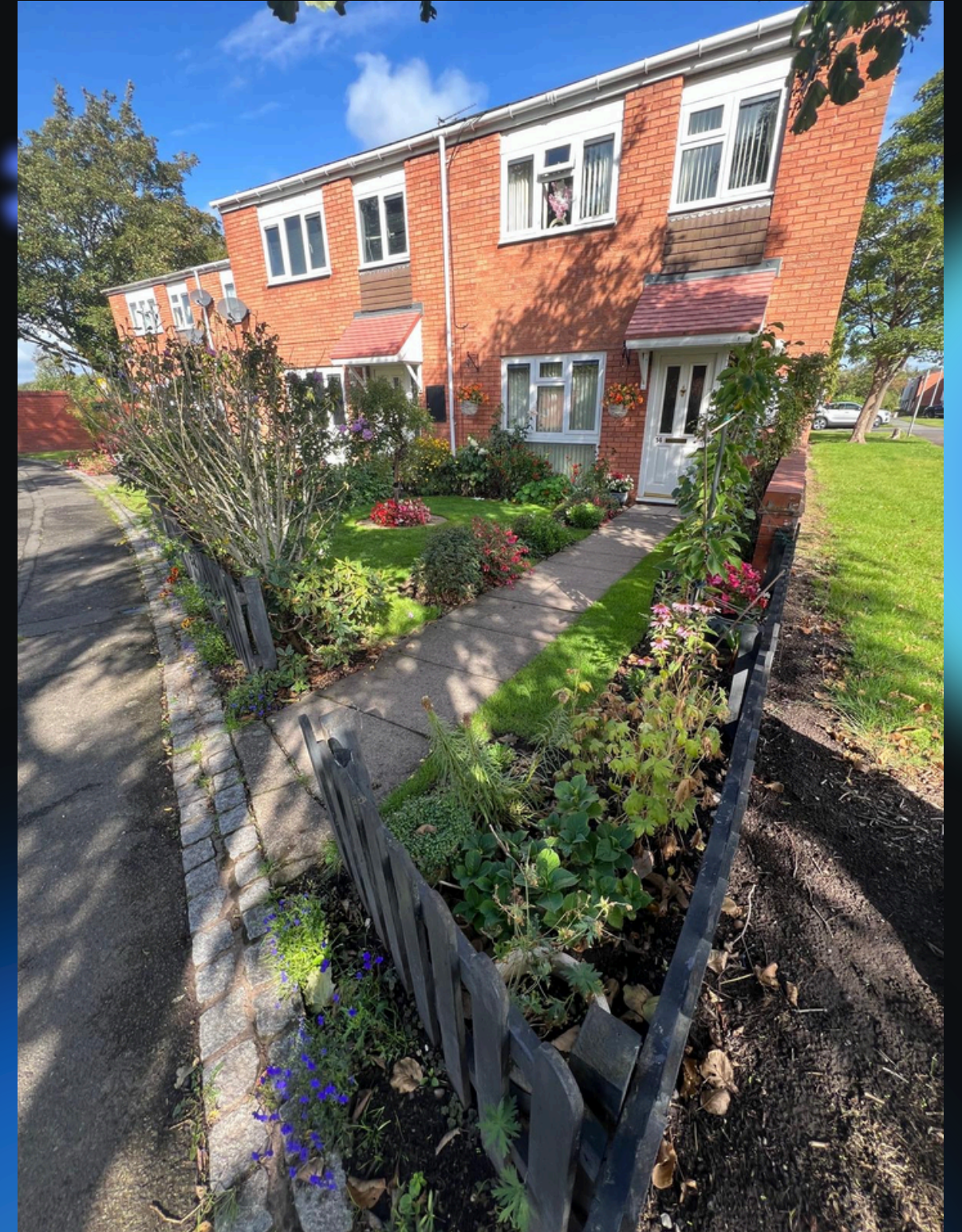
Finalist

1st Prize

Winner

Smallwood

Mr Cattell



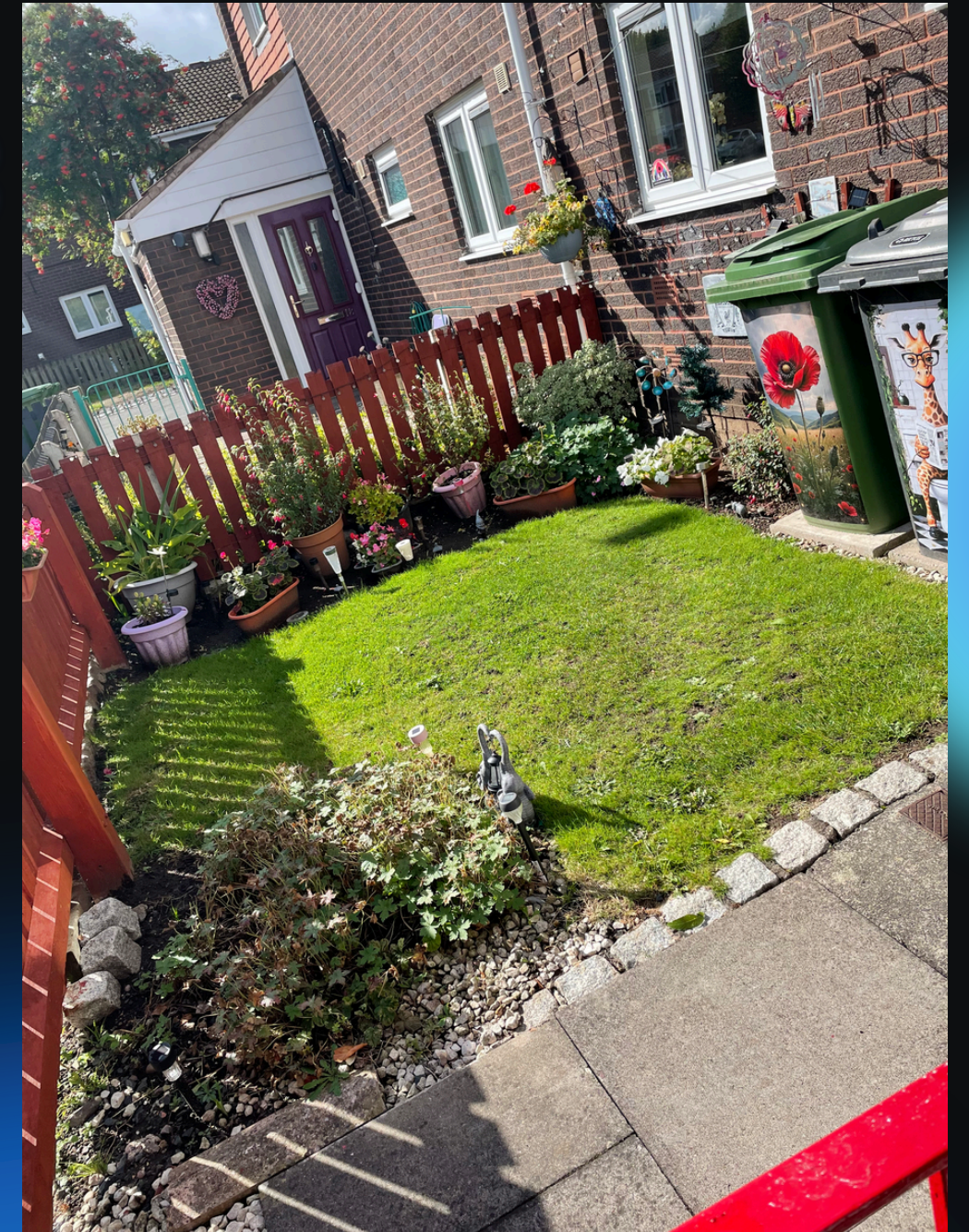
Dovecotes In
BLOOM
Finalist
2nd Prize
Winner
Catisfield
Maureen Duffy



Dovecotes In
BLOOM *
Finalist

Best Container

Dovecotes In
BLOOM *
Finalist
1st Prize
Winner
Bardwell Close
The Forrester's





Dovecotes In
BLOOM
Finalist
2nd Prize
Winner
Russet Walk
Julie Walker



Dovecotes In
BLOOM *
Finalist

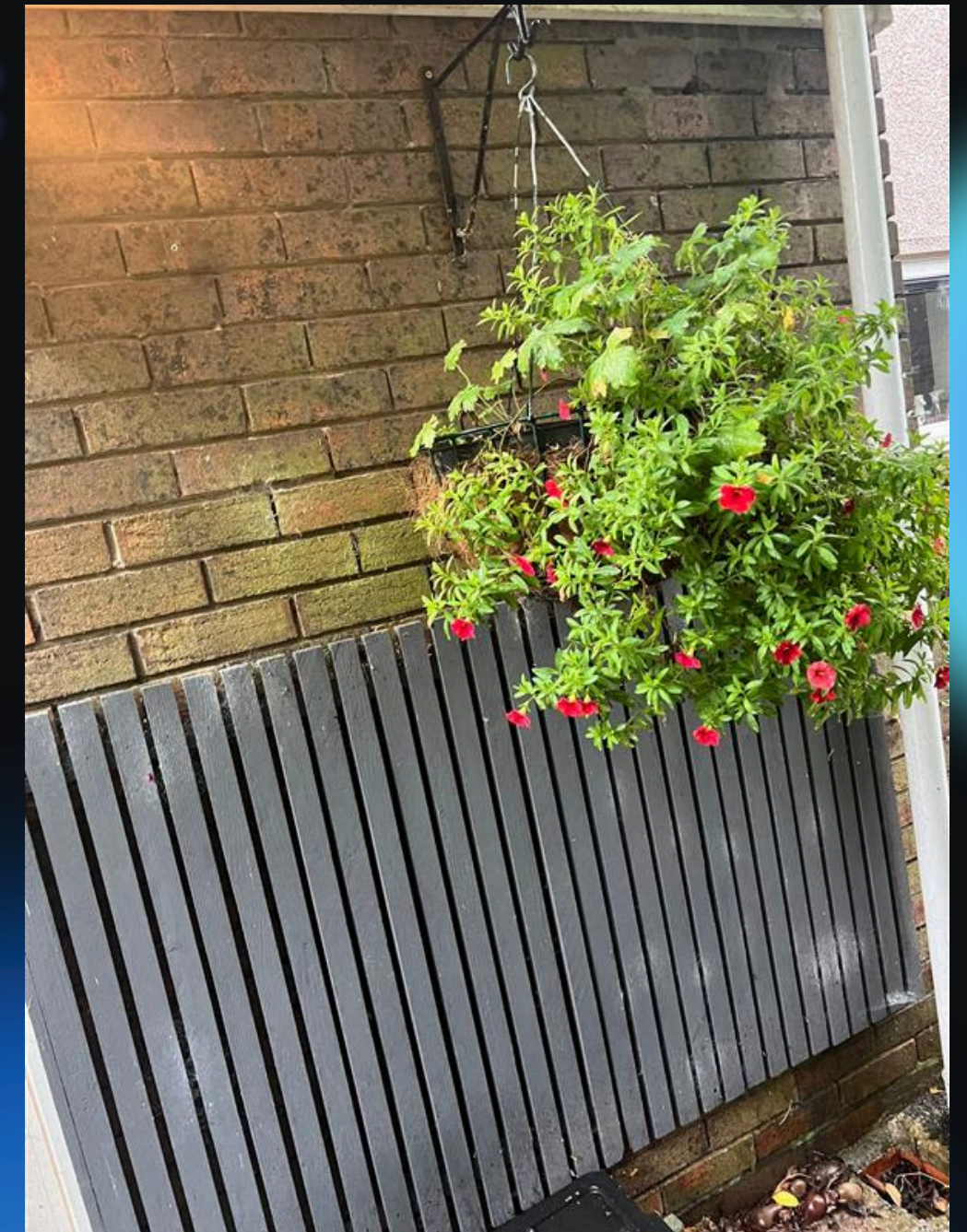
*Best Hanging
Basket*



Dovecotes In
BLOOM
Finalist
1st Prize
Winner
Smallwood
Mr Cattell



Dovecotes In
BLOOM *
Finalist
2nd Prize
Winner
Middlefield
Martin Jebb



8. Raffle Prize Draw



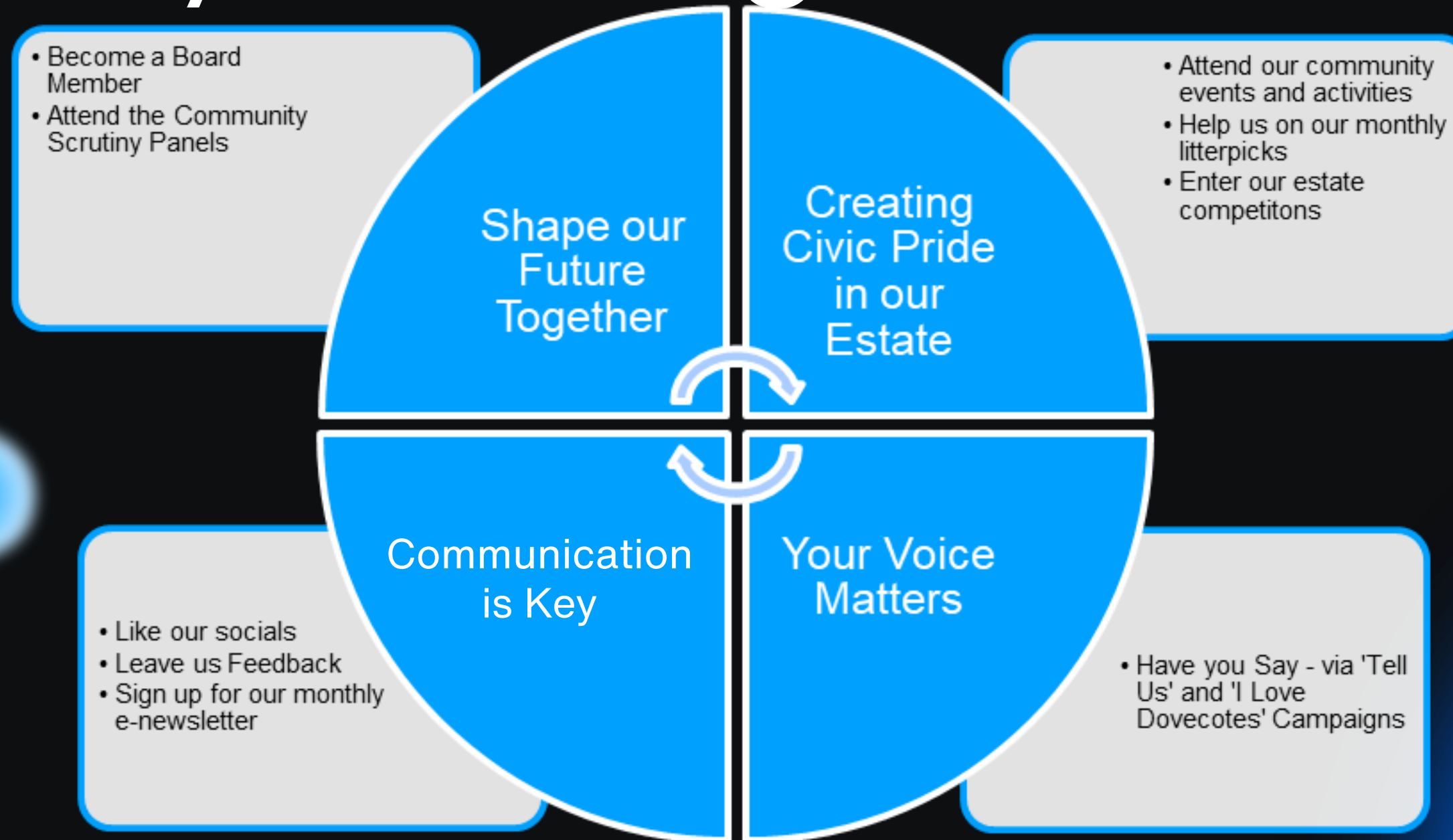
First Prize £100

Second Prize £50

Third £25

..then a selection of small prizes

How you can get involved



Thank You

Please join us for a drink and a bite to eat

Facilitated by: Annelie
Surnevall Date: 7
October
2025

