

DOVECOTES TMO ANNUAL GENERAL MEETING 2024

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Thursday 10th October 2024
6.00pm



AGENDA

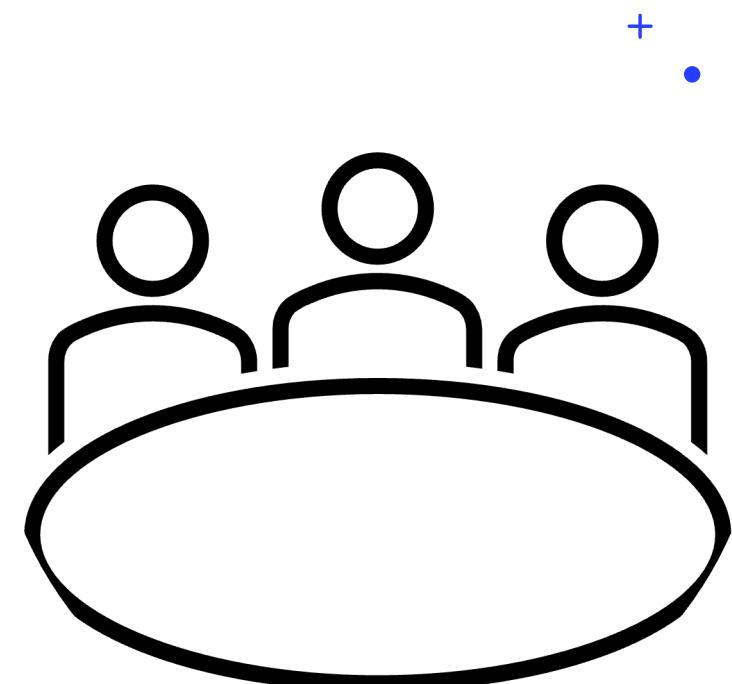
1. Chairpersons introduction to the meeting
 - 1.1 Approval of Minutes of last AGM
 - 1.2 Dovecotes TMO Annual Report
2. Annual Accounts Presentation
3. Approval of the Annual Accounts and continuation vote of Jerroms GCN as Auditors
4. Nomination and election of vacant posts (3 Posts)
 - 4.1 Three Vacant Tenant Member Posts
5. 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
6. Any Other Business
7. Raffle

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



APPROVAL OF MINUTES OF LAST AGM

When entering you were given a handout, this contains all the information you need for this meeting. The minutes from the AGM 28/09/2023 are on the second page.

The members present will now vote that the minutes are a true record of the meeting. This will be proposed, seconded and agreed by those members present

DOVECOTES TMO ANNUAL REPORT

DOVECOTES TEAM



Warren Frays, Sarah Reay, Ian Howroyd, Lyndsey Beckett, Lisa Colucci, Claire Jackson-Jones, Bridgeen Morrin, Karen Smith



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

Dovecotes Tenant Management Organisation							
MEASURE		TARGET 23/24	Q1 23/24	Q2 23/24	Q3 23/24	Q4 23/24	YEAR END 23/24
Repairs							
Average time taken (calendar days) to complete non-urgent repairs.	L	8 days	9.27	7.67	7.67	7.63	<u>8.02</u>
% of responsive repairs for which an appointment was made & kept	H	93.00%	99.46	98.88	98.59	99.04	<u>98.98</u>
% of emergency repairs completed on time	H	96.00%	100.00	100.00	100.00	100.00	<u>100.00</u>
% of routine repairs completed on time	H	97.00%	99.10	99.81	99.44	100.00	<u>99.60</u>
Voids							
Average time to re-let housing.	L	28 days	2.60	3.17	2.71	3.50	<u>3.00</u>
Void Loss as a % of rent roll	L	1.50%	1.12	1.01	0.97	1.34	<u>1.06</u>
Repairs Customer Satisfaction							
Repairs Customer Satisfaction %	H	96.00%	100.00	100.00	100.00	100.00	<u>100.00</u>

TENANCY MANAGEMENT

Measure	Annual target	Q4 23/24	Year End Total 23/24
% of tenants with more than 7 weeks (gross) rent arrears (quarter figure)	5.25%	11.60%	13.23%
% of tenants evicted as a result of rent arrears	1.50%	0.00%	0.00%
Arrears as a % of rent roll (cumulative)	3.00%	5.51%	5.24%
Overall Arrears year end week 52			£174457.20

COMPLAINTS

All 4 complaints received by the TMO were responded to within 10 working days



Our board analyse each complaint and apply any lessons learned to the processes and policies we follow.



Board Activities





Investing In Homes

External Improvements

- We have replaced 32 UPVC Doors
- Installed New Fencing
- Pruned and removed problematic Tree's
- Completed hot spot clean ups
- Carried out litter picks and rubbish removal

Internal Improvements

- Installed new security lights
- Fitted new heat sensors and smoke alarms
- Replaced 25 Kitchens

Supporting Tenants

- Decorated 27 rooms under our redecoration program
- Supported tenants with over £80,000 through the Household Support Fund and our own Hardship Fund



Social Value

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 last 12 months we have also organised various events. These have included 3 day trips to the seaside, community litter picks, Santa's Grotto, an Easter Egg Hunt, and our Friendship Friday Project. These events that we hold bring our community together improving wellbeing and building relationships.

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 2024

	Reserve Fund	Contingency Fund	Pension Fund	Income and expenditure	Total
	£	£	£	£	
Balance at 1 April 2022	703,500	177,013	(728,118)	806,511	958,906
Year ended 31 March 2023:					
Deficit	-	-	-	(186,310)	(186,310)
Other comprehensive income:					
Actuarial gains on defined benefit plans	-	-	-	1,092,000	1,092,000
Total comprehensive income	-	-	-	905,690	905,690
Transfer from reserve fund	(156,857)	-	-	156,857	-
Transfer to contingency fund	-	109,987	-	(109,987)	-
Pension scheme movements	-	-	1,001,488	(1,001,488)	-
Balance at 31 March 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

Balance Sheet	2024 £	£	2023 £	£
Fixed Assets				
Tangible Assets		£7498.00		£12,334
Current Assets				
Stocks	£6,673		£7214	
Debtors	£28,980		£12,725	
Cash at Bank and in Hand	£1,602,788		£1,800,651	
	£1,638,441		£1,820,590	
Creditors: amounts falling due within 1 year	(£131,305)		(£241,698)	
Net Current Assets		£1,507,136		£1,578,892
Total Assets Less Current Liabilities		£1,514,634		£1,591,226
Provisions for Liabilities				—
Net Assets Excluding Pension surplus/(deficit)		£1,514,634		£1,591,226
Defined Benefit Pension Surplus/(Deficit)		£474,370		£273,370
Net Assets		£1,989,004		£1,864,596
Reserves				
Other Reserves		£1,144,250		£1,107,013
Income and Expenditure Account		£844,754		£757,583
Members Funds		£1,989,004		£1,864,596

Income & Expenditure	2024	2023	
	£	£	£
Allowances Received		£1,217,000	£1,147,999
Other Income		£3,975	£1,025
Government Grants		£25,000	£62,786
		£1,245,975	£1,211,810
Direct Costs			
<i>Purchases & other direct costs</i>			
Property repairs & maintenance	£667,144		£543,732
Kitchen Programme	-		£116,365
Heat Detectors & Smoke Alarms	£1,602		£10,484
Fencing Programme	£48,976		£12,870
Security Lights	£400		£4,050
Canopy Programme	-		-
OAP Redecorations & Materials	£39,774		£25,803
Tree's Programme	£9,650		£1,810
Ground Work	£1,960		£1,520
Grant Expenses	£25,000		£62,786
Fly Tipping	£1,760		£394
Stock Movement	£3,542		-£2,834
Total Purchases & other direct costs	£796,808		£776,980
Total Direct Costs		£796,808	-£776,980
Gross Surplus		£449,167	£434,830
Administrative Expenses			
Administration Salaries	£304,920		£296,50
Social Security Costs	£31,564		£31,511
Training	£5,158		£3,141
Staff Pension Costs Defined Contribution	£68,928		£141,000
Other Staff Costs	£3,843		£3,796
Rent and Rates	-		-
Power, Light and Heat			-
Insurance	£17,900		£12,982
Repairs and Renewals	£32,041		£35,797
Motor and Travel	£3,285		£2,927
Board Costs and Community Events	£16,398		£17,519
Interest	£76,000		£21,000
Hardship Fund	£9,377		£21,621
Legal and Professional Fee's	£8,612		£7,047
Audit Fees	£5,750		£5,500
Bank Charges	£394		£407
Printing and Stationary	£2,904		£3,190
Telecommunications	£4,509		£5,101
Sundry expenses	£8,301		£6,640
Depreciation	£4,999		£7,137
		-£604,883	-£672,820
Operating Deficit		-£155,716	-£187,990
Interest receivable and similar income	£101,503		£2,036
Deficit before taxation		-£54,216	-£185,954

DOVECOTES

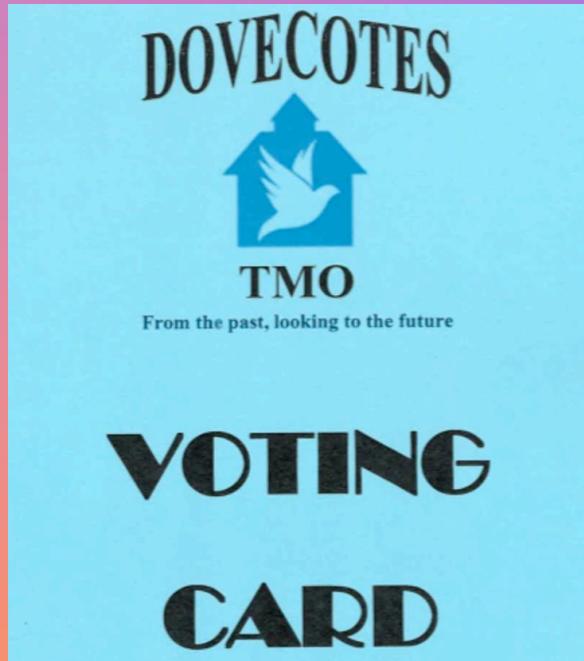


From the past, looking to the future

VOTING
CARD

Approval of the
Annual Accounts and
continuation vote of
Jerroms GCN as
Auditors

ELECTION OF BOARD MEMBERS



**VOTING
CARD**

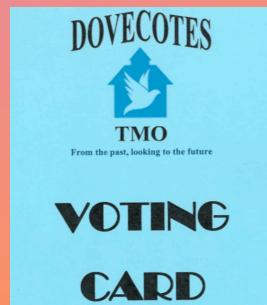
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- **Ste Webb**
(Tenant Representative)

Sarah Harrison
(Tenant Representative)

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



TENANTS SCRUTINY

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Have your say and be part of our journey

RAFFLE



THANK YOU

Have a safe journey home