

Dovecotes Tenant Management Organisation Board Minutes

Date: Tuesday 8th July 2025, at 86 Ryefield, Dovecotes:

In Attendance

Chair,

Chief officer, vice chair, treasurer, secretary, co-opted board members, City of Wolverhampton Council Officers ,
note taker

Meeting Overview

- Facilitated by chairperson, chief officer.
 - Previous minutes pending approval after amendments.
 - No declarations of interest or apologies.
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Chairperson Updates

- Dovecotes attended the NFTMO conference, winning two awards and receiving multiple nominations.
 - Training to be conducted over 6 month period – part one completed with Springboard Enterprise.
 - Successful staff-board away day focused on mission statement and website.
 - Community space refurbishment to begin.
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Executive Board & Finance

- New executive roles confirmed.
 - Treasurer reported: was presented
 - New Sage system to be implemented by 11th July.
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Complaints & Compliments

- 3 complaints received. One received for Wolverhampton Homes not TMO.
- 6 compliments received.

- TMO scored 86% satisfaction in the TSM Annual Report; ASB and complaints handling below 70%.
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Chief Officer Report

- Staffing changes: cashier service reduced; counter open Mondays and Fridays only.
 - Gifts approved for retiring/leaving staff.
 - Uniform policy revised.
 - Job evaluation and restructure approved.
 - Recruitment underway for Housing Officer, Housing Assistant, and new Resident Engagement Officer.
 - Pension guarantee agreement signed.
 - Scout group approved to use community room from October 2025.
 - Support offered for "Love Your Community" event and future weapon surrender initiative.
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Matters for Discussion

- **Household Support Fund:** Awaiting release from CWC.
 - **Awaab's Law:** Draft policy prepared; final version due by October.
 - **Building Lease:** Heads of Terms received; full lease pending.
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Health & Safety

- First aid and food hygiene training to be arranged.
 - Ongoing Springboard Enterprise training scheduled (date may change).
 - Croner to conduct H&S review on 15th August.
 - Boiler replacement still pending; concerns raised.
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Subcommittees & Steering Groups

- Four subcommittees approved: Finance, Governance/Policy, HR, Repairs & Maintenance.
 - Quarterly meetings planned.
 - Two community/service steering panels to be held annually.
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Community Engagement

- Scarborough trip sold out; Liverpool and Chester Zoo still available.
- Suggestions for future trips include canal boat and over-65s outings.
- St John's Ambulance training scheduled for 17th July.

Other Business

- Summer newsletter in development; contributions invited.
- Next full board meeting: **Tuesday 23rd September**.
- Executive board meeting proposed for early December to plan Christmas event.

Meeting Closed

- **Time:** 7:05 PM
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