

## 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

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### 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.

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## 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.

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## Meeting Closed

- **Time:** 7:05 PM

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