

Dovecotes Tenant Management Organisation Board Minutes

Date: Tuesday 18 June 2024

In Attendance

Chair,

Repairs and maintenance senior officer, senior housing manager officer, vice chair, treasurer, vice treasurer, , vice secretary, board members, City of Wolverhampton Council officers, note taker

Meeting Overview

- **Chairperson** opened the meeting and welcomed attendees, including a new Partnership Manager from the local council.
- Apologies were received from two members.
- Previous minutes were approved and signed.
- No new declarations of interest.

Key Updates & Discussions

Chair's Update

- Plans for a summer fair stall to recruit new board members were discussed.
- Due to delays in receiving a bank card, alternative recruitment events may be considered.
- Suggestions included using community events and online platforms for recruitment.

Chief Officer Report

- Recruitment for the Chief Officer role is ongoing, with two confirmed interview panel members.
- If no suitable candidate is found, re-advertisement may occur, possibly on new platforms.
- Financial year-end work is underway, with completion expected by early July.

Matters for Discussion

- **Complaints/Compliments:** One of each received.
- **Complaints Handling Code:** Clarified that all expressions of dissatisfaction should be treated as complaints.
- **Foodbank Project:** Board unanimously voted to remove the £1.50 charge for emergency frozen meals.
- **Website:** A quote of £5,200 was received; follow-up required.
- **Office Opening Hours Review:** Survey results were inconclusive. Suggestions included revising the survey, using social media, and seeking external support for future surveys.
- **Board Recruitment & Audit Skills:** Recruitment discussed; no update on skills audit.

Health & Safety

- A meeting is scheduled to review building compliance.
- A defibrillator has gone missing; the incident will be reported to police and insurance. Replacement cost is estimated at £900.
- Additional security cameras are being considered.

Other Items

- No updates from subcommittees.
- Next board meeting scheduled for **Tuesday 16th July**.
- Meeting closed at **6:04 PM**.
