



AUTUMN EDITION 2025/26

VOLUME 4

# Newsletter

Dovecotes Tenant Management Organisation  
Official Newsletter

## A welcome to you

### Message from your board members

Dear Residents and Friends,

As we move into the final months of the year, I want to take a moment to reflect on what has been an eventful and productive period for our community.

### Annual General Meeting (AGM)

Thank you to everyone who attended our recent AGM. Your participation and feedback are vital in shaping the future of our organisation. I'm delighted to announce the election of our new Board members, who bring fresh ideas and energy to help us continue delivering excellent services and community projects. Together, we remain committed to transparency, accountability, and working in partnership with you.

### Halloween Celebrations

Our Halloween event was a fantastic success! It was wonderful to see so many families and neighbours come together for a day of fun and creativity. A big thank you to all the volunteers and staff who made it possible—your efforts truly brought the community spirit to life.

### Introducing Awaab's Law

We also want to highlight an important development in housing standards: the introduction of Awaab's Law. This new legislation sets strict timeframes for addressing damp and mould issues in social housing, ensuring that residents live in safe and healthy homes. We are fully committed to complying with these requirements and will continue to prioritise your wellbeing.

As we look ahead, we remain focused on improving services, fostering community engagement, and ensuring that every resident feels heard and supported. Thank you for your continued trust and involvement.

A sad departure for the team, as Meg has left for pastures new working in a school. Meg was a great asset to the team, and we are sad to see her go.

## This issue:

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# Your Reviews



As we are tenant led we aim to ensure you are the centre of our focus in service delivery.

By leaving a review we are able to ensure your view is included in our future delivery for the tenants of Dovecotes.

Thank you for your continued support.



This year the residents standing for election were voted in by acclamation, which is a process that has been used previously within the TMO.

A vote by acclamation means –"Where the number of nominees does not exceed the number of vacant board positions, those nominees may be deemed elected by acclamation without the need for a ballot."

Since the AGM, we have taken into account your comments to shape how we conduct our AGM's going forward. This means if we are in the same position in the future as a TMO we will conduct a vote of endorsement / support which will be noted in the minutes taken.

We will also make a further amendment to the constitution to prevent any avoidance of doubt ensuring we work inline with our policies and procedures.



## Cost of Living Support

Our city should be a place where everyone has the chance of a decent and secure life. Instead, too many people – many from working families – are struggling to meet their needs.

Financial hardship means not being able to heat your home, pay your rent, or buy the essentials for your children. It means waking up every day facing insecurity, uncertainty and impossible decisions about money. It means facing marginalisation – and even discrimination – because of financial circumstances.

The constant stress it causes can overwhelm people, affecting them emotionally and depriving them of the chance to play a full part in society.

For more information please visit: [www.wolverhampton.gov.uk/cost-of-living-support](http://www.wolverhampton.gov.uk/cost-of-living-support)

## A New Scout Group is Coming to Dovecotes

Be part of something amazing from the very beginning.

We're thrilled to announce the launch of a brand-new Scout group in Dovecotes! This is a fantastic opportunity to build something special from the ground up—a grassroots group shaped by and for our local community.



### We Need You!

To make this new group a success, we're looking for passionate volunteers to join us in a variety of roles:

- **Section Leaders & Helpers** – Support young people directly through weekly activities and adventures.
- **Trustees** – Help guide the group's direction and ensure it's run safely and sustainably.
- **Group Managers** – Coordinate the team and keep everything running smoothly.
- **Administrators** – Keep us organised behind the scenes with communications, records, and planning.

Whether you can give an hour a week or a few hours a month, there's a role for you. No prior experience is needed—just a willingness to help and a sense of fun. Full training and support is provided.

### Interested?

We'd love to hear from you! To find out more or express your interest, contact [clare.vas@scouts.org.uk](mailto:clare.vas@scouts.org.uk) or <http://bit.ly/3TXh8lh>

## Don't Bin It, Bring It!

### A new Repair Café opens in Oxley, Wolverhampton

A brand-new Repair Café has been set up by local Labour Councillor Jane Francis and powered by an amazing team of volunteers in Oxley, Wolverhampton.

The café brings the community together to repair and revive everything from CD players and games consoles to jewellery, lamps, and handbags, all for free! Hosted at St Paul's Church and The Oasis Café, the initiative has already seen great success, with over 50 items repaired across two community events this year.

"I wanted to find a way to bring the community together while helping people save money," says Councillor Jane Francis. "Times are hard for everyone right now, and if we can help people by fixing their items, that's great. The repair café is going from strength to strength thanks to our amazing volunteers and the support from St Paul's and Oasis Café."

The next event will be held on:

**Saturday 10th January 2026**

**10am-2pm**

**St Paul's Church & The Oasis Café, Oxley**

Together we can fix more, waste less, and build a stronger community.



**Google  
November 2025**

"Ian was very quick to help and solved the problem with minutes" 

"Had Ian round today to fix an issue with the plumbing and he's done a lovely clean job, sound guy, a credit to the TMO".



# Your Comments



## Google reviews October 2025

"Ian the plumber, absolutely brilliant mate. Friendly, polite and professional. Absolutely brilliant team over there, so helpful" 😊

"Amazing service from Ian and warren  
Thank you so much" 😊



## Household Support Fund

Dovecotes TMO has again received further funding to assist households that have been affected by the rising cost of living and energy prices. We have introduced some guidance support around your first application to help us in reaching as many households as possible.

Households will be awarded an amount that will vary dependent on the make up of the household. Priority is given to supporting Food and Fuel, however other household essentials can be considered.

The funding can be used for support / assistance with:

- Food, Gas and electricity and Water
- Additional support is available for the following:
- Essential household items (white goods, small appliances)
- Other essentials (warm clothing and bedding)
- If you need support with essential household items or other essentials, please contact us on 01902 552780.
- The breakdown of the award is detailed below.
- Food Support

Where a household needs assistance with food, the following amounts will be awarded:

- Single Adult: £25.00
- Couple: £50.00
- Addition for each child in household: £15.00
- Fuel/energy Support

Where a household needs assistance with fuel, the following amounts will be awarded:

- Single Adult: £40.00
- Couple: £60.00
- Addition for each child in household: £15.00

We are particularly looking for those households who have not received funding in previous years and those with families.

For more information or to apply please contact the office on **01902 552780** or via email on [generalenquiries@dovecotestmo.com](mailto:generalenquiries@dovecotestmo.com)



## FLYTIPPING

**SEE IT.  
REPORT IT.  
SPEND IT.**

### SHOP A TIPPER

GIVE US INFORMATION  
THAT LEADS TO A FINE  
AND YOU WILL RECEIVE  
A £100 GIVE GIFT CARD

[WWW.WOLVERHAMPTON.GOV.UK/  
ENVIRONMENT-AND-CLIMATE/FLY-TIPPING.](http://WWW.WOLVERHAMPTON.GOV.UK/ENVIRONMENT-AND-CLIMATE/FLY-TIPPING)

### A Polite Reminder, from the Repairs Team

Before a contractor visits your home to carry out repairs, please ensure the area they are due to work in is cleared of any of your items and is clean and tidy ready for the works to start.

If a large area of the room is to be worked on, the contractor may ask you to clear the room before they attend. Please ensure the room is emptied in time for the appointment. If you have difficulties doing this, please call the office on 01902 552780 and speak to the repairs team. Thank You

### How to Report a Repair

**01902 552780**

Dovecotes TMO Housing Office  
86 Ryefield, Pendeford  
Wolverhampton, WV8 1UD

[www.dovecotestmo.com](http://www.dovecotestmo.com)

[generalenquiries@dovecotestmo.com](mailto:generalenquiries@dovecotestmo.com)

01902 552999  
Out of Hours Repairs

### Satisfaction Survey

If you are happy with the service the repairs team have provided, please let us know in one of the following ways:



Review us on  
Google by  
scanning this  
QR Code



01902 552780



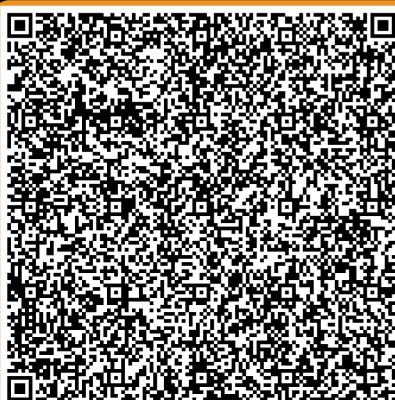
[generalenquiries@dovecotestmo.com](mailto:generalenquiries@dovecotestmo.com)





Find us  
on Google

Happy with our service?  
Leave us a Review



SCAN HERE



Find us  
on Facebook

Happy with our service?  
Leave us a Review



SCAN HERE

## Dovecotes Community Page

A huge thank you to all who have taken part in our community activities over the past few months.

We saw almost 60 residents attend the AGM, who took part in shaping our future by a unanimous vote in favour to the changes to the constitution, making the TMO more transparent and resilient for years to come.

We had over 25 children attend our Pumpkin carving workshops who had spooky fun along with a few treats and a trick or two.

Upcoming we have lots planned to celebrate Christmas. We have our Annual Christmas Event and Grotto, and a free Christmas meal for all vulnerable and elderly residents to **join us for free!**



**It's time for  
a Macmillan  
Coffee  
Morning**

Thank you to every one who came to our coffee morning.

We raised **over £180** all going towards a worthy charity.

*Dovecotes  
In  
BLOOM*

This years Dovecotes In Bloom, saw us celebrate beautiful gardens within our estate.

This year the winners were:

**Best Garden:**

1<sup>st</sup> Prize: Smallwood Road

2<sup>nd</sup> Prize: Catisfield Crescent

**Best Container:**

1<sup>st</sup> Prize: Bardwell Close

2<sup>nd</sup> Prize: Russett Walk

**Best Hanging Basket:**

1<sup>st</sup> Prize: Smallwood Road

2<sup>nd</sup> Prize: Middlefield



**We have the following community engagement activities upcoming over the next few months.**

# DOVECOTES CHRISTMAS EVENT

CELEBRATE THE JOY OF THE  
SEASON WITH US!

FRIDAY 12 DECEMBER 2025  
3 - 7PM

## PARTY HIGHLIGHTS:

- Christmas Grotto
- Arts & Crafts
- Festive Fun
- Christmas Cafe
- Tombola & Raffle
- Face Painting
- Christmas Carols
- Bauble making for Remembrance Tree
- Plus much more!

CHECK OUR  
FACEBOOK  
PAGE  
FOR DETAILS!  
@DOVECOTESTMO

TO SEE SANTA  
PLEASE CALL  
01902 552780 TO BOOK  
A SLOT BY 7/12/25

FOR MORE  
DETAILS  
PLEASE  
CONTACT THE  
OFFICE

YOU ARE INVITED TO JOIN US FOR A FREE ANNUAL



# Christmas Dinner

**WEDNESDAY 17 DECEMBER  
12:30PM**

Dovecotes TMO Community Room, The  
Housing Office, 86 Ryefield, WV8 1UD

RVSP to 01902 552780

**Eligibility: vulnerable residents and / or aged 65 and over.**



# Dovecotes At Christmas REMEMBRANCE TREE

Join us in  
remembering our  
Lost Loved ones this year, by  
making a FREE personalised  
Christmas bauble and  
hanging it in centre place  
on our very own  
Remembrance Tree  
outside the TMO  
Office.

Baubles and a variety of festive inserts  
are available in the TMO office from

**21 November to 19 December.**

All baubles will be added to the  
Christmas Tree  
until 5 January 2026.

For more info, contact the office on  
01902 552780 or  
[generalenquiries@dovecatestmo.com](mailto:generalenquiries@dovecatestmo.com)





Our Board members are elected by residents to represent your voice and interests.

They work to ensure that decisions reflect the needs of our community, oversee the delivery of housing services, and champion projects that improve safety, wellbeing, and the environment.

Their role is to hold the organisation accountable, promote transparency, and help shape a future where every resident feels heard and supported.

## Meet The Board



Glenford Clarke  
Chairperson



Sarah Handley  
Vice Chairperson



Jen Biddle  
Treasurer



Donna Mills  
Vice Treasurer



Dee Williams  
Secretary



Andrew Slater  
Vice Secretary



Simon Blackham  
Estate Board Lead



Elaine Price  
Community Board Lead





# Meet The Team



Nikki Rolls  
Chief Officer



Sarah Reay  
Senior Housing Officer



Warren Frays, Senior  
Maintenance Officer



Pauline Foster  
Finance Officer



Lisa Colucci  
Housing Officer



Kayleigh Evans  
Housing Officer



Ian Howroyd  
Maintenance Operative



Lynsdey Beckett  
Repairs Administrator



Bridgeen Morrin  
Customer Service Assistant



From the past, looking to the future



Customer Service Assistant Resident Engagement Officer





## Anti Social Behaviour

Anti-social behaviour (ASB) covers a wide range of behaviours. Experiencing ASB can be distressing and affect your enjoyment of your home. We take reports of ASB very seriously and are committed to tackling it swiftly, firmly and fairly. Wolverhampton Homes specialist team conducts investigations of ASB on our behalf.

Not all nuisance behaviour is ASB. Every household is different, and although you may not like the way your neighbour lives or behaves, this does not necessarily mean your neighbour has demonstrated ASB, especially if no one is at risk of harm.

### We would not usually consider these behaviours to be ASB:

- ball games
- reasonable domestic noise such as vacuuming, doors closing, washing machines, televisions or babies crying
- cooking smells
- reasonable external noise including mowing lawns, DIY and repairs or children playing in and around their homes or in play areas
- neighbours' cats coming into your garden
- one-off incidents of loud music or noise disturbance, including celebrations, family and religious events
- parking congestion in the street

As a general rule we will not usually take action on these types of issues.

**What is ASB .** We would describe ASB as behaviour that causes harassment, alarm or distress to a person. This can include:

- threatening, intimidating or discriminatory behaviour
- criminal activity, including drug dealing and hate crimes
- domestic violence
- persistent shouting and arguing
- persistent loud noise (TV, music) that can be heard outside the home

**What can you do?** Most neighbour disputes stem from a misunderstanding. Try speaking to your neighbour about the problem. Before you do, please consider the following:

- be calm and polite
- choose a time that seems convenient to them
- if you're friendly with your neighbour and the problem concerns noise, invite them round so that they can hear it for themselves
- describe the problem clearly and explain why it concerns you
- allow your neighbour to express themselves and listen to their point of view
- be open to suggestions and be willing to compromise
- If you choose to speak to your neighbour, let someone else know where you're going. Please don't confront your neighbour directly if you don't think it's safe and always walk away if they become aggressive.

If you don't feel able to speak to your neighbour or the person who is causing the problem, or have spoken to them but it hasn't made a difference, please let us know.

### How to report ASB

- report this direct via [www.wolverhampton.gov.uk/community/anti-social-behaviour](http://www.wolverhampton.gov.uk/community/anti-social-behaviour) or [www.wolverhamptonhomes.org.uk/help-support/anti-social-behaviour/report-anti-social-behaviour](http://www.wolverhamptonhomes.org.uk/help-support/anti-social-behaviour/report-anti-social-behaviour)
- emailing our specialist ASB team at [asbu@wolverhamptonhomes.org.uk](mailto:asbu@wolverhamptonhomes.org.uk)
- calling the ASB team on **01902 551188** during office hours
- for low level ASB contact the TMO on **01902 552780** or [generalenquiries@dovecotelmo.com](mailto:generalenquiries@dovecotelmo.com)
- **In the event of an emergency, always call the police on 999.**
- For other matters where you need the police, but it's not an emergency, you can call them on 101.

We treat all reports of ASB in the strictest confidence. If you prefer you can report ASB anonymously.

### Hate Crime help

Here are some useful links and details to refer victims of hate crime.

Telephone **0114 2536669** E-mail [rj@remediuk.org](mailto:rj@remediuk.org) Website [www.remediuk.org](http://www.remediuk.org)



## Dovecotes TMO Repair Response Timescales



Your safety and wellbeing are important to us, we want to ensure you have a safe home to live in. Please contact us as soon as possible to report any fault within your home so we can arrange a repair for you.

Our response times for repairs are split into three categories of works that determines the status and response time:

### Emergency Repairs

This is any type of repair which if left unattended would constitute a danger to life or result in immediate serious damage to the fabric of the property. Examples: burst pipes or loss of power etc. **They will be attended to within 24 hours of notification** to initially remove the source of hazard and make safe.



### Routine Repairs

This is identified as repairs that can reasonably wait a period of time to be addressed without causing a significant inconvenience to the tenant. Examples: routine plumbing, carpentry, plastering and electrical work. **These repairs will be completed within 28 calendar days.**



### Planned Repairs

This is all repairs that are larger in size to the normal routine repairs and need further investigation and planning of the repairs required. For example, where a repair requires multiple trades, specialist surveys or extensive work that cannot be completed within normal routine repair timescales. There has been no risks raised to identify this repair as detrimental to your safety, and needs a planned programme of works to fix the issue. **These repairs will be completed within 90 calendar days.**



### Note:

The above response times may not be met if, for instance, limited access is given for the reported repair, in adverse weather which would make working unacceptably dangerous or if the repair is dependent on the availability of parts or materials.



Failure to gain access into your property will effect on us completing your repair on time so it is important you let us into your home to repair the fault reported to us.



If we experience persistent no access to your home this could lead to action against you as a breach in tenancy as per your tenancy agreement. Please help us keep you safe.





# Awaabs Law & What does this mean?

## Annual Gas Service

Did you know this is essential to be carried out every year.

Please allow us access into your home to undertake a check of any gas fittings at least once a year in order to minimise the risk of explosion or carbon monoxide poisoning.

If you fail to provide access for the gas safety inspection, we have the right to take legal action to access your home.

**Your safety is our priority.**

**Awaab's Law**, which came into effect in **October 2025**, means that council tenants now have the legal right to a safe home with landlords required to investigate and fix hazards like damp, mould, and other emergency issues within strict, legally defined timeframes.



### **What Awaab's Law means for a council property tenant:**

- Legal right to a safe home: You have the legal right to a home that is free from dangerous conditions, and this new law ensures landlords must take this responsibility seriously.
- Strict timeframes for repairs: Your landlord can no longer use "as soon as possible" to delay repairs. The law now sets specific time limits for landlords to respond to and fix issues, starting with damp and mould.
- Landlords must prioritise health and safety: The law puts a legal obligation on landlords to prove they are meeting their repair obligations and prioritising your health and safety.
- Right to legal action: If your landlord fails to meet their obligations within the set timeframes, you now have the legal power to take them to court.

### **What's your responsibility as a tenant?**

- Tell us about your problems and let us in to fix them.
- Cooperate with us and be available for an inspection visit.
- Follow advice given by us for preventing or mitigating issues and further problems.
- Allow all contractors into your home to fix the fault.
- If the reported issue is serious, you could go to court, if you don't allow access and the repairs aren't done.

Dovecotes TMO has a updated **Damp Mould and Condensation Policy** ensuring we align with our obligations to you in ensuring we continue putting the tenants safe and wellbeing as our priority. To view this policy please visit our website [www.dovecotestmo.com](http://www.dovecotestmo.com)



## DOVECOTES TMO

### CHRISTMAS OPENING HOURS

#### TMO Reception Office

2025

- Monday 1 December 9:00am – 1:00pm / 2:00 – 4:00pm
- Friday 5 December 9:00am – 1:00pm / 2:00 – 4:00pm
- Monday 8 December 9:00am – 1:00pm / 2:00 – 4:00pm
- Friday 12 December 9:00am – 1:00pm / 2:00 – 4:00pm
- Monday 15 December 9:00am – 1:00pm / 2:00 – 4:00pm
- Friday 19 December 9:00am – 1:00pm / 2:00 – 4:00pm
- Monday 22 December 9:00am – 1:00pm / 2:00 – 4:00pm
- Friday 26 December **CLOSED**
- Monday 29 December **CLOSED**

2026

- Friday 2 January **CLOSED**
- Monday 5 January 9:00am – 1:00pm / 2:00 – 4:00pm

**The TMO is closed from:**

**Wednesday 24 December to Monday 2 January 2026.**  
**Normal operating hours resume from 5 January 2026.**

**FOR EMERGENCY REPAIRS PLEASE CALL: 01902 552999**

On behalf of the TMO staff and members of the board, we would like to wish you all a Merry Christmas and a Happy New Year. A personal thanks for always making Dovecotes a place known for its community spirit and pride.

#### What is VAT? – Visiting All Tenants

VAT stands for **visiting all tenants**.

These are required to be completed every 2 years.

#### What's included in a VAT visit?

- **Property Check:** We look for any signs of damp, mould, or disrepair and record any issues that need attention.
- **Safety Review:** We check smoke alarms and other safety measures to make sure your home is safe.
- **Tenant Support:** We discuss any concerns you may have about your tenancy, rent, or community services.
- **Updates & Advice:** We share important information, including new legislation like Awaab's Law, and how it affects you.
- **We review contact and household information** to ensure our records are up to date.

These visits help us maintain high standards and ensure that everyone feels safe and supported in their home.

If you have any questions or need assistance before your visit, please contact the office **01902 552780**.

The TMO will be in contact in due course to arrange your visit.

# CONTACT US



01902 552780



generalenquiries@  
dovecotentmo.com



dovecotentmo.com



## Public Opening Hours

### Monday & Friday

09:00 – 13:00

14:00 – 16:00

## Office Phone Lines

### Monday to Friday

09:00 - 13:00

14:00 - 16:30

## Out of Hours

### Repairs

01902 552999

## Useful Contact Numbers

Contact	Number
Dovecotes TMO	01902 552780
Wolverhampton Homes Gas & Electric Repairs	01902 556789
Out of Hours Repairs	01902 552999
City of Wolverhampton Council	01902 551155
ASB Team	01902 551188
Police / Fire / Ambulance	999
Non emergency Police	101
The Haven - Domestic Abuse Support	0800 019 4400
National Domestic Violence Helpline	0800 2000 247
Severn Trent (Water)	02477 716 587
City Direct Waste (Bins), Pest Control, Bulky Waste, Environmental Health	01902 551155
Housing Benefit	01902 551166
Universal Credit	0800 3285644
Ovo Energy	0330 3035063
City Pay (Rent Payments over the Phone)	0800 1804464
Aids & Adaptions	01902 553666
Shop a Tipper	01902 552700
Homelessness	01902 556789
Council Tax	01902 551166
Flytipping	01902 555685
Blue Badge	01902 551155
Meals on Wheels	01902 556677
Good Things Foundation (Broadband and Mobile)	0114 349 1666
Housing Ombudsman	0300 111 3000