

# Dovecotes TMO

## Newsletter



### Eggcellent Easter at Dovecotes TMO

This Easter our board welcomed children and adults living at Dovecotes to our crafts and litter picking day. We were overwhelmed with the amount of litter collected and dazzled by the easter creations made by those children attending this event.

We encourage residents to take part in our litter picks to help us improve the environment but also enjoy physical activity outdoors. If you are interested in being part of a volunteer litter picking group, please contact us.



Ian's Do's and Don'ts



Pendeford Bike Club



Advice on online shopping from Public Health



Office Opening Hours Consultation

**OFFICE  
OPENING  
HOURS**  
Monday, Tuesday &  
Friday  
9:00 - 4:00 \*Closed for  
lunch 1:00-2:00\*

**CALL US ON**  
  
01902 552780

**WRITE TO US**  
  
Dovecotes TMO, 86  
Ryefield, Pendeford,  
WV81UD  
Dovecotes.TMO@wolver  
hampton.gov.uk

## A message from the Board

Spring is finally here, and we have some great reads for you in our spring newsletter with edits from Public Health focusing on preventing fraud online to the exciting classes run by the Pendeford Bike Club.

It's such a relief when winter is over, and the sun starts to shine on Dovecotes. We love spring here; it marks the end of our financial year where we look back on our performance and all the amazing community events that have taken place.

Spring is such a fresh and interesting time, and we want to talk to you about repairs and how we can all begin to create new habits.

During the winter months we do our best to keep the cold out and the warm in. As spring arrives that fresh cool air can give our homes a much-needed spruce. Opening windows and allowing the air to flow naturally in homes goes a huge way to reducing mould... and as we all know mould can be dangerous and looks awful too.

We pride ourselves on providing a great service to tenants and repairing homes is so essential to that.



Our friendly repairs team are here to help with your property queries. We understand that sometimes life gets in the way and reporting repairs can be put in the to-do-list, but it is so important that you report repairs as they happen so that we can provide you with the best quality service and that your home remains a safe and happy place for you to thrive.

Our website has lots of helpful information about repairs and the TMO visit [www.dovecotestmo.com](http://www.dovecotestmo.com)

We are always looking for new tenants and residents to join our board. If you would like more information on becoming a board member, please email us on [dovecotestmo1@gmail.com](mailto:dovecotestmo1@gmail.com)

## IAN'S DO'S AND DON'TS

*Ian is back again with his helpful hints to solve your plumbing woes.*

I visit homes where mould has eaten into the grout between the tiles around the bath and shower. Most times this means that I must rake out the grout and replace this with new grout and sealant. To stop this from happening **DO** use a small cloth to wipe down excess water when getting out the bath or shower, this will keep your bathroom smelling fresh and more importantly keep your home healthy.

I know we all want our homes to smell nice and I'm partial to a Yankee Candle myself but recently we have dealt with a few sink blockages where the excess wax oil from burners has been poured into the sink. As soon as this hits the pipes it solidifies and causes a blockage. **DON'T** put hot wax or oil in the waste pipe and if you do have a blockage that hasn't cleared by using bleach don't try to unblock this yourself, call the office and I will visit your home and have this sorted in a jiffy.



**REMEMBER** if you are happy with my work then leave me a review on Facebook or Google.

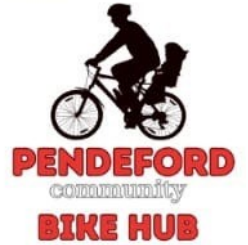


**OPEN TO FIRST-TIME & RETURNING RIDERS AGED 18 AND OVER**

**FREE**

# CYCLE-ABILITY CLASSES

## SESSION SCHEDULE



**PENDEFORD COMMUNITY BIKE HUB, RYEFIELD, PENDEFORD WV8 1UD**

### BEGINNER RIDING SESSIONS

Dates: Sunday, April 14th, & Sunday, April 21st, 2024

Two sessions available on each date

11:00 AM - 12:00 PM

12:00 PM - 1:00 PM

Booking is required. Reserve your spot now!



### CYCLE-ABILITY LEVEL 1

This progressive session is designed for returning and advancing riders. It focuses on building confidence and developing the necessary cycling skills to ensure you can start and stop your journeys safely.

TUESDAY April 16th & Sunday 5th May 2024

11:00 AM - 12:00 PM

Booking is required. Reserve your spot now!



### CYCLE-ABILITY LEVEL 2 A

Learn and develop the essential abilities required for navigating single-lane roads with simple junctions and moderate traffic. In this class you would Learn.

- Good observation and hazard perception techniques
- Proper lane positioning for increased visibility
- Clear how to clearly communicate with other road users
- Understanding traffic priorities and right-of-way

Times: 11 am -1pm

Session Dates: Sunday 21st, April, & Sunday 8th May 2024



### LEARN ROUTE PLANNING & COMMUTING

Are you interested in biking to work, shops or school but unsure of the best routes to take? Want to learn tips for safe and efficient cycle commuting?

This class will cover:

- Mapping out the best cycling routes for your commute
- Selecting cyclist-friendly roads and trails
- Preparing your bike and gear for commuting
- Rules of the road and safe cycling practices
- Locking techniques to secure your bike
- What to do in case of a flat tyre

Wednesday, May 15th from 10 am - 12 pm



**YOU CAN BECOME A CONFIDENT AND PREPARED CYCLE COMMUTER.  
DITCH THE CAR, AVOID TRAFFIC, GET EXERCISE,  
REDUCE YOUR CARBON FOOTPRINT BY LEARNING TO BIKE SMARTER.**

**BIKES AND HELMETS WILL BE PROVIDED**

**TO BOOK CALL: 07757426895**

**OR**

**EMAIL: PENDEFORDBIKEHUB@GMAIL.COM**

**FREE REFRESHMENTS**





# BIKE MAINTENANCE CLASSES

## SESSIONS SCHEDULE

### FLAT TYRE REPAIR CLINIC

Learn how to fix a flat tyre on the go, including how to remove the wheel, patch or replace the tube, and then reinstall the wheel.

Monday, April 15th  
11:00 AM - 1:00 PM



### BRAKE & GEAR MAINTENANCE CLASS

Learn brake and gear adjustment, as well as brake cable, pad replace for rim and disc brake replace for rim and disc brakes.

Sunday April 28th, 2024  
11:00 AM - 1:00 PM



### BIKE CLEANING & LUBRICATION

Learn techniques for degreasing, cleaning, and lubricating your bike's chain, cassette, chainrings, and derailleurs.  
Learn bike wash techniques for thoroughly cleaning your bicycle.

Thursday, April 26th 11:00 AM - 1:00 PM



### BIKE BEARING MAINTENANCE

Learn about the Bottom Bracket and Headset overhauling, as well as how to service these two key bearing systems on your bike frame for smooth operation.

Wednesday 8th, May 2024  
11:00 AM - 1:00 PM



### TOOLKIT BUILDING CLASS

LEARN HOW TO BUILD AN ESSENTIAL TOOL KIT TO FIX MINOR ISSUES AT HOME OR ON THE ROADS AND TRAILS.

WEDNESDAY, 16TH, MAY 2024  
11:00 AM - 1:00 PM



**ALL EQUIPMENT PROVIDED**

**BOOK NOW**

TO BOOK CALL: 07757426895

OR

EMAIL: PENDEFORDBIKEHUB@GMAIL.COM



**PENDEFORD SDA CHURCH, RYEFIELD, PENDEFORD WOLVERHAMPTON, WV8 1UD**

# Safe Online Shopping

This month Suzanne and Heather from Public Protection are talking about safe online shopping.

Make sure you're not left out of pocket by following our shopping tips below.

- If you are using a website or a seller you haven't used before, take a moment to do some checks. Does the website look authentic? Are there lots of spelling mistakes, pictures and five-star reviews? Don't believe everything you read as it might not be genuine.
- Is the site and method of payment used secure? Look out for <https://> and the closed padlock.
- Avoid payment by bank transfer. Payments made by this method can be extremely difficult and often impossible to recover if something goes wrong with your purchase. If you are purchasing an item over £100 in value and you have a credit card, consider using this instead. If the retailer ceases trading or there is a fault with the product, you can contact your Card Provider for a remedy under Section 75 of The Consumer Credit Act 1974. Visa debit-cards, Mastercard's and AMEX also offer a chargeback guarantee. Report issues as soon as possible to your Card Provider and raise a complaint with them.
- Take a moment to read the terms and conditions linked to "free trials or free memberships". These are often time limited and require cancellation within a certain timeframe to avoid automatic payment.
- Make a note of the courier and the expected delivery date for your items and retain invoices, receipts, guarantees and instruction manuals.

Report any concerns regarding fake websites to Action Fraud 0300123 2040, <https://www.actionfraud.police.uk>

For advice on your Consumer Rights contact the Citizens Advice Consumer Service freephone 0808 223 1133

CITY OF  
WOLVERHAMPTON  
COUNCIL



## Online shopping fraud

### FACT SHEET

#### How does online shopping fraud happen?

Online shopping fraud happens when you discover a problem with something you're buying or selling in an online auction or marketplace, such as eBay, Gumtree or Etsy.

Online auctions and marketplaces have become a very popular way of trading online, but fraudsters are using them to take advantage of your trust to sell poor-quality or non-existent items. You may find that something you've bought online arrives late or never at all. In some cases the products you've paid for are less valuable than shown in the advert, different from the original description, or you weren't told crucial information about the product or terms of the sale.

#### What can be done if you are a victim?

- ▲ If you paid via bank transfer, debit card or PayPal this guide from consumer rights organisation Which? explains how you might be able to get your money back after you have been scammed. [www.which.co.uk/consumer-rights/advice/how-to-get-your-money-back-after-a-scam](http://www.which.co.uk/consumer-rights/advice/how-to-get-your-money-back-after-a-scam). Action Fraud cannot help you recover any money lost to fraud.
- ▲ Reporting to Action Fraud enables intelligence to be gathered, the police to catch criminals and preventative action to be taken. For example, suspending fake websites used to commit online shopping fraud.

- ▲ We can provide you with a copy of your National Fraud Reporting Centre (NFRC) number but we cannot liaise with other companies or tell you if a seller is real or not.
- ▲ It is difficult for police to investigate every instance of fraud – prevention and protection is a far better method of dealing with it. By taking some simple steps, you can avoid falling victim in the future.
- ▲ In some cases the police and other law enforcement agencies may want to contact you for further details so it is important that you keep any relevant information about the crime.

#### How to shop online safely

- ▲ Before you enter your payment details into a webpage, ensure that it's using a secure connection. Look for a small padlock symbol in the address bar (usually next to the web address). The web address of the payment page should begin with [https](https://). The 'S' stands for secure. Avoid carrying out any financial transactions over unsecure connections, such as public wi-fi.

## Online shopping fraud

### FACT SHEET

- ▲ Remember, when you're making a payment online, you'll be asked for the 3 digit security (CVV) number on the back of your card; but you should never be asked for your card's PIN or any internet banking passwords.
- ▲ If you're buying something online that costs between £100 to £30,000, credit cards offer increased consumer protection over debit cards.
- ▲ If you're unfamiliar with a site you want to buy something from, do some research first and look for ratings and reviews from customers that have previously used the site. Always be cautious about offers that seem too good to be true, or if a site or seller requests payment via a bank or money transfer service.
- ▲ Always ensure that you install software and app updates as soon as they're available for your device. Install anti-virus software on your devices and remember to keep it updated. Some forms of malware can intercept and steal the payment details you enter into online shopping or banking sites.

#### How to shop safely on online market places

- ▲ Check the item description carefully and ask the seller questions if you're unsure of something.
- ▲ Know the terms and conditions of the auction website, including its dispute resolution policy.
- ▲ Pay on the auction site every time and don't click on links the seller sends to you. Never pay by money transfer – use a recognised service such as PayPal which protects your money until you've resolved any problems with the seller.

#### Be suspicious if:

- ▲ The buyer or seller has a bad feedback history or has only recently set up a new account to avoid a poor reputation.
- ▲ You get a private message or email offering to buy below the current bid or reserve price or to sell a similar item after an auction has ended.
- ▲ You find an expensive item for sale at an incredibly low starting bid. If an offer sounds too good to be true, then it probably is.

#### Report and get advice at:

[www.actionfraud.police.uk](http://www.actionfraud.police.uk)

#### Other places for help and advice:

[www.getsafeonline.org](http://www.getsafeonline.org)  
[www.cyberaware.gov.uk](http://www.cyberaware.gov.uk)

**ActionFraud**  
National Fraud & Cyber Crime Reporting Centre  
[actionfraud.police.uk](http://actionfraud.police.uk)

## Supporting Dovecotes Residents & Changes to Foodbank Requests

We are making changes to how we process applications for support through the city's foodbanks. We will no longer be processing foodbank referrals. We understand that our residents experience difficult times and support is still required. It is for this reason and the success of our previous Friendship Friday project that our board has funded a frozen meal scheme for those who find themselves in an unexpected crisis. A selection of one pot meals will be available for residents to purchase for a small charge. In addition, you will be supplied with a recipe card so you can create your own batch meals at home.

We are also offering the costs of membership\* (£5) to one of the city's community shops to enable our residents to shop smarter and save money. In addition, applicants will also receive £5 towards their first shop.

\*The membership fee and £5 is limited to one per household, repeat applications will be refused\*

There are lots of community shops on offer in Wolverhampton these include

### **St Chads & St Marks Church**

Surplus Food Market, Lime Street, Wolverhampton, WV3 0EX- Every Saturday from 12:30pm

### **Big Venture Community Shop**

17 Chesterton Road, Scotlands, WV10 8SP  
Mon - 9.30am to 2.30pm  
Tue - 9.30am to 2.30pm  
Wed - 9.30am to 2.30pm & 5.30pm to 8.00pm  
Thur - 9.30am to 2.30pm  
Fri - 9.30am to 12.30pm

### **Bilston Support Network Community Shop**

Bilston Strengthening Families Hub  
25 Market Way, Bilston, WV14 0DR  
Tuesday, Wednesday, and Friday - 9.30am to 2.30pm

### **Stratton Street Community Shop**

Stratton Street Methodist Church  
Community Centre. Nine Elms Lane Park  
Village Wolverhampton, WV10 9AJ  
Tuesday - 10am to 2.30pm  
Wednesday - 10am to 5.30pm  
Friday - 10am to 2.30pm

### **Low Hill Community Shop**

Kempthorne Avenue, Low Hill, WV10 9JJ  
Monday 10am-1pm & 6pm to 7.15pm  
Tuesday 10am-11.30am  
Wednesday 11am to 1pm and 6pm till 7pm  
Thursday - 11am to 1pm

### **Eastfield Community Shop**

Eastfield, Colliery Road, Wolverhampton, WV1 2QY  
Tuesday 11am - 4pm  
Wednesday 11am - 4pm  
Thursday 11am - 4pm

**More information on cost-of-living support can be found at**

**[www.wolverhampton.gov.uk/cost-of-living-support](http://www.wolverhampton.gov.uk/cost-of-living-support)**

# OUR WATER. ONE LESS THING TO WORRY ABOUT.

## FIVE WAYS WE CAN HELP.



### The Big Difference Scheme

We can offer a reduction of water bills to any Severn Trent customer with a low household income. You can now also apply online!

Whatever your situation, if you're worried about being able to pay your bill – get in touch today. To find out more about any of these schemes, scan this QR code.



Or go to [www.stwater.co.uk](http://www.stwater.co.uk) or call us on 03457 500 500

We also have different ways to pay your bill such as spreading it over the year at no extra cost.



WONDERFUL ON TAP



### Customer Assistance Scheme

We've provided funding and are working with a partner organisation to help our customers with financial needs. They can help with Income Maximisation by checking you're receiving the right income and reviewing your eligibility for benefits. Additionally, through our funding they can also offer Debt Support.



### Debt Support Matching Plus

We can match your monthly payments – in part or fully – to help bring down your account balance.



### Bill Cap WaterSure Scheme

If you're on a water meter and have three or more children under 19, or you have a medical condition that means you use more water, our Watersure scheme could help by capping your bills.



### Water Direct

We can take the stress out of remembering to pay your bills by arranging to have your payments made directly from your benefits.

Black Country  
Connected  
For a Healthier Future

Healthier Futures  
Black Country Integrated Care System

## Do you wish you could use the internet but don't have a computer or smartphone?

Maybe you need a bit of help getting online and knowing how to get the best out of your device?

Black Country Connected is an NHS-run programme that can lend you a Geobook laptop for three months, so that you can get online and:

- Access healthcare information and appointments
- Explore education and employment opportunities
- Do your shopping or banking
- Stay connected to others through social media and email.

Our computer experts will give you the training you need to use the device and explore the internet. If you decide you want to learn more, we can give you details of free IT courses offered by colleges across the Black Country as well as online courses to help improve your digital skills.

If you get on well with your device during the loan period, you may be able to keep it. All we ask in return is that you answer some questions to help us understand people's digital skills/usage better, so we can provide further opportunities in the future to assist people to engage with services/get online.

Want to find out more? Call our programme lead Emma Sharman on 07977 948 895, email [emma.sharman@nhs.net](mailto:emma.sharman@nhs.net) or visit [blackcountryconnected.co.uk](http://blackcountryconnected.co.uk)



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## Cold Callers – Housing Conditions and Disrepair Claims

We want to make tenants aware that some canvassers have been acting 'unscrupulously' in Wolverhampton and have led some of our tenants to believe that they may be entitled to compensation. These individuals are not acting on behalf of Dovecotes TMO or the City of Wolverhampton Council and may not have your best interests at heart.

### Who Are these People?

These canvassers represent claim handlers or solicitors. Their aim is to make money – usually up to £500 per referral (whether the claim is real or not). They may tell you that your home needs repair and encourage you to put in a claim against us. We want you to be aware of them, what happens if you claim and how it affects us.

### Be Aware

Disrepair/Housing Condition claim companies use a legal scheme that was introduced to protect tenants from bad landlords. These companies want to make money out of you and your home. You need to know the facts in case they approach you. They may tell you that you can make a claim on a 'No Win - No Fee' basis. However, if you decide at some point in the future that you don't want to continue with a claim, there could be charges that you have to pay to exit the agreement with some tenants in the UK left with the costs of:

- Charges for a building survey – up to £1500
- Credit Agreement charges of over £500 for the "No Win -No Fee" scheme to cover the cost of legal insurance that they will need to take out.

So, **please** be careful before you commit to any agreements with these canvassers. They may put you at financial risk. These claims can go on for years and any solicitor acting on your behalf may tell you not to allow us to undertake any works. This causes delays in completing repairs and the whole situation can become very stressful for tenants.

If you need a repair, have been approached by a claims canvasser or would like more information call us on 01902 552780.

# Have Your Say - Office Opening Hours Consultation

Since the global pandemic we have seen a decline of in-person visits to our office. We currently open 3 days per week offering a payment and face to face enquiry service. We record each visit to our office with this data reviewed annually by the management committee. For the period 1st April 2023 to 31st March 2024, we recorded 2200 in-person visits.

TMO managed estates are built on engagement and the local delivery of housing services. We DO NOT plan to close our office to the public but would like your view on how we can meet demand but also provide a better service through different channels such as via our website, telephone, or home visits.

We ask that you complete our review questionnaire, results from this will then be analysed by our management committee. This could result in a change to our opening hours.

When reviewing the data we have collected over the past 12 months it reveals that our busiest days are Monday and Friday, and that the office is less frequently visited in the afternoon. We have based the questions in our survey around the data we hold.

We want to hear from as many people as we can. You can complete your survey by returning this page to our office or by completing this survey over the phone by calling 01902 552780.

I have visited the TMO Office in the past 12 months.

YES ( ) NO ( )

I would like the opening hours to remain the same (details on first page)

YES ( ) NO ( )

Please identify the days and times you would like the office to remain open to the public.

Monday	AM ( )	PM ( )
Tuesday	AM ( )	PM ( )
Friday	AM ( )	PM ( )

Do you have any suggestions regarding our opening hours? Please use the space below

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Thank you.

**Consultation closes 1st June 2024**