



SPRING EDITION 2026/27

VOLUME 2

Newsletter

Dovecotes Tenant Management Organisation
Official Newsletter

A welcome to you

Message from your board members

Dear Residents and Friends,

We're pleased to bring you the Spring Edition of the Dovecotes TMO Newsletter – a round-up of essential updates, community news, and the support available to residents as we head into 2026.

Inside this issue, you'll find clear guidance on repairs, including who to contact, what to report, and expected timescales. We also introduce our newly redesigned website, making it easier to access information and get in touch with the team.

With the end of the national scheme, we've included important updates on the Household Support Fund, along with details of the new Crisis & Resilience Fund and the BOOST programme for financial and wellbeing support. You'll also find a reminder about the April rent increase and what steps to take if you receive Universal Credit.

Community safety and pride remain central themes, with sections on Anti-Social Behaviour, fly-tipping, and how we can all help keep the estate clean and welcoming. Plus, we're excited to share this year's Summer Trips, new community activities, surplus food collections, and the launch of our Resident Steering Group.

Finally, 2026 marks a special milestone – 20 years of Dovecotes TMO – and we'd love your photos and memories as we celebrate together.

We hope you enjoy this edition and continue to feel proud of the community we're building here at Dovecotes.

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Your Reviews



At Dovecotes, your experience matters most.

Sharing your feedback helps us understand what's working well and where we can improve, so we can shape services that truly meet the needs of our tenants.

Please continue to leave us reviews, we really appreciate you taking the time to let us know your thoughts.



Who to Call

Dovecotes TMO Repairs
01902 552780

Wolverhampton Homes
01902 556789

Why This Matters

Reporting your repair to the correct place helps:

- Avoid delays in logging your repair
- Ensure the right team attends
- Resolve issues more quickly

Repairs: Who, What & Where To Report

It's important that all repairs are reported through the correct channels so they can be dealt with quickly and efficiently.

All general repairs must be reported directly to Dovecotes TMO.

Please do not report repairs through the Wolverhampton Homes portal, as this may delay your repair being logged and completed.



From the past, looking to the future

Dovecotes TMO Repairs:

- Plumbing issues (leaks, blocked sinks, toilets)
- Doors, windows, and locks
- Internal fixtures and fittings
- General maintenance issues

Wolverhampton Homes

- Gas-related issues
- Electrical issues



Top Tips

To help us respond as efficiently as possible, please:

- Provide a clear description of the issue
- Include photos where possible
- Report the issue as soon as it arises



If you're ever unsure, contact us, — we're always happy to help.





Repairs



Process & tips

REPORT IT

Please report your repairs as soon as they happen - You can report your repair online www.dovecotestmo.com/repairs/report-a-repair, call us on **01902 552780**, send an email to repairs@dovecotestmo.com or in person at the TMO office during our opening times.

GAS & ELECTRIC

All repairs for gas & electric need to be reported to Wolverhampton Homes using **01902 556789** option 1. **Please do not report these online.**

REPAIR TIMESCALES

Emergency repairs - within 24 hours
Routine repairs - within 28 days
Programmed works - within 90 days

GAS SERVICE

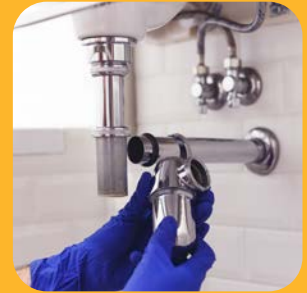
Your Gas service is carried out by Dodd Group every 12 months - please ensure you allow access as per your tenancy agreement

QUICK TIPS!

- Don't paint PVC doors or windows with emulsion or gloss
- Don't wrap or paint kitchen units
- All alterations require prior written approval from the TMO
- **Damp & Mould? Take a picture, clean it, report it and send us the picture via WhatsApp**

**Got a concern?
Give us a call and
we'll be happy to
advise you on the
next steps.**

Please note timescales are subject to change.



Google Reviews

Ian the plumber, has been out several times to my house. Can't fault him or the service that he provides!



Phoned about broken door handle, Ian came out within 10 mins and was done and cleaned up within 5 mins, can't thank him enough. Always very polite, lovely bloke 👍





Google Reviews 2026

"Thankyou so much to IAN for doing the jobs at my daughters house. Very friendly good work. Cleaned up afterwards. Hes fantastic at his job."



"2 housing people clean the car park on granary road they cleaned the car park of all the rubbish that is left by parents waiting to pick up there children from aldersly high school that think it's ok to throw their rubbish out the window while they wait to pick up their children the car Park was a disgrace and full of empty beer bottles and McDonald's bags. These two workers filled eight bags and clean the car Park immaculately and I would like to praise them for their work I even offered to buy them a coffee each, but they wouldn't accept it."



"Ian is a fantastic man he's sorted out the blockage and the leaks and the taps for us with quick and efficient timing."



Take a Peek at our New Website

We're pleased to share that the Dovecotes TMO website has been redesigned to make it easier for residents to access information and contact us when needed.

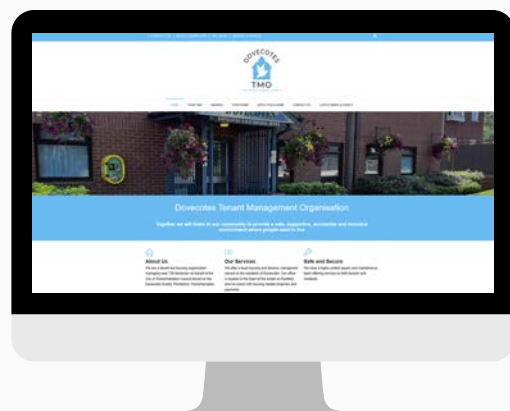
The updated design has been developed with simplicity in mind, ensuring key information is easier to find and the overall experience is more straightforward to use across all devices.

Residents can now more easily access important updates, find key contact details, and get in touch with the team should they need support or assistance.

This redesign is part of our ongoing commitment to improving communication and making sure residents can quickly and easily reach the information and services that matter most to them.

We encourage all residents to take a look and see what's new.

A better connected Dovecotes starts with easier access to the information you need.



Household Support Fund

Please be aware that the Household Support Fund is no longer available following the end of the national scheme. We understand this may affect residents who have previously accessed this support.

Alternative support may still be available through other local services and assistance schemes.

If you are experiencing financial difficulty or are unsure what help you may be entitled to, please contact the Dovecotes TMO team.

We are here to offer advice, support, and guidance on the options available to you, and to help wherever we can.

NEW

CRISIS RESILANCE FUND

SUPPORT WHEN YOU NEED IT MOST



If you're facing financial difficulty or an unexpected situation, you may be able to access support through the new Crisis & Resilience Fund.

Designed to help residents manage essential costs during difficult times, this updated fund now offers wider access to support across the community.

WHAT CAN THE FUND HELP WITH?

- ✓ FOOD AND ESSENTIAL SUPPLIES
- ✓ GAS AND ELECTRICITY TOP-UPS
- ✓ EMERGENCY HOUSEHOLD ITEMS
- ✓ A CRISIS OR UNEXPECTED SITUATION

WHO IT'S FOR?

- ✓ RESIDENTS ON A LOW INCOME
- ✓ THOSE EXPERIENCING FINANCIAL HARDSHIP OR CRISIS

THIS FUND IS AVAILABLE TO ALL RESIDENTS LIVING ON THE DOVECOTES ESTATE, NOT JUST TMO TENANTS

HOW TO ACCESS SUPPORT?

All applications must be made via Dovecotes TMO.

We can support you with your application and advise you of the next steps.

You can complete the enquiry form online at www.dovecotestmo.com/enquiries, email us at

general.enquiries@dovecotestmo.com or call us on [01902 552780](tel:01902552780)

PLEASE NOTE

Each application is assessed based on individual circumstances, with the fund providing short-term support to help residents during difficult times. All enquiries are handled confidentially to ensure privacy and reassurance throughout the process.

Where appropriate, residents may also be signposted to other organisations and services that can offer additional support and help build longer-term financial resilience.



Cost of Living Support – BOOST

If you're feeling the pressure of rising household costs, support is available through the BOOST programme provided by Wolverhampton City Council.

BOOST offers free, confidential advice to help residents manage finances, reduce bills, and access any benefits or support they may be entitled to – including help with energy costs, debt, and budgeting.

You don't need to be in crisis to get support – even small changes can make a difference.

If you would like to access BOOST directly:

boost@wolverhampton.gov.uk

01902 553316

Support is available – don't hesitate to reach out.



**don't let
money go
unclaimed.
hit boost.**

Talk to us to **boost** your income.

wolverhampton.gov.uk/boost



thriving, not just surviving



April Rent Increase



From April 2026, your rent and any applicable service charges have been updated in line with annual rent reviews.

You should have received a letter confirming your new rent amount and a breakdown of charges.

What this means for you:

- Your rent payments have now increased
- If you pay by Direct Debit, this may update automatically
- If you pay by another method, please ensure you update your payments

If you receive Universal Credit, you will need to confirm your new rent amount through your online account.

You should see the "Confirm your housing costs" task in your to-do list

If you haven't completed this yet, please do so as soon as possible to avoid underpayment.

- **Log into your Universal Credit account**
- **Open 'Confirm your housing costs'**
- **Confirm your new rent amount (shown as property rent in your letter)**
- **Add any eligible service charges**
- **Submit your update**

Please note:

- Only use the 'Confirm your housing costs' task
- Do NOT use 'Change of circumstances' as this may delay your payments
- Please do not submit the form more than once
- Updates can take up to 1 month to process
- Any underpayments will be backdated automatically

If you're unsure or haven't received your letter, please get in touch, we're here to help



Google Reviews

Very pleased with Ian ,he sorted my pipes that was causing water to run all over my kitchen floor,even cleaned up after him
Can highly recommend



nice and friendly staff 😊



Ian provided good service and fixed the issue in my home very satisfied



Anti-Social Behaviour

WHAT YOU NEED TO KNOW



Anti-Social Behaviour (ASB) can make living in your home stressful or upsetting. We take all concerns seriously and are committed to dealing with issues fairly, firmly and as quickly as possible. Investigations carried out by Wolverhampton Homes specialist ASB team on our behalf, are handled confidentially, and you can report concerns anonymously.

BEHAVIOUR THAT MAY BE ASB

ASB is behaviour that causes harassment, alarm or distress to others. This may include:

-  **Threatening, intimidating or discriminatory behaviour**
-  **Criminal activity, including drug-related issues and hate crime**
-  **Domestic abuse**
-  **Ongoing shouting, arguing or aggressive behaviour**
-  **Repeated loud noise that affects others outside the home**




WHAT ISN'T USUALLY ASB

Not all nuisance behaviour is anti-social. Things not classed as ASB include:

-  **Children playing or ball games**
-  **Normal household noise (TVs, washing machines, vacuuming, babies crying)**
-  **Cooking smells**
-  **DIY, gardening or home repairs**
-  **One-off parties or celebrations**
-  **Parking disputes**
-  **Neighbours' pets in your garden**

RESOLVING ISSUES INFORMALLY

Many neighbour problems are caused by misunderstandings. If it feels safe to do so, you may wish to:

-  **Choose a suitable time for a calm conversation**
-  **Explain how the issue affects you and listen to their response**
-  **Be open to discussion and compromise**

Your safety comes first. Do not approach anyone if you feel uncomfortable or at risk, and walk away if the situation becomes aggressive.

GETTING THE RIGHT SUPPORT

Reporting serious or ongoing ASB

-  Online via **City of Wolverhampton Council** or **Wolverhampton Homes**
-  **asbu@wolverhamptonhomes.org.uk**
-  **01902 551188**

For lower-level concerns, contact Dovecotes TMO

-  **www.dovecotestmo.com/enquiries**
-  **generalenquiries@dovecotestmo.com**
-  **01902 552780**

YOUR SAFETY

- In an emergency, **always call 999**
- For non-emergency police matters, **call 101**

Hate Crime Support

Witnessed or experienced a hate crime? Support is available from Remedi:

-  **www.remediuk.org**
-  **rj@remediuk.org**
-  **0114 253 6669**



Fly-Tipping – A Growing Concern in Dovecotes

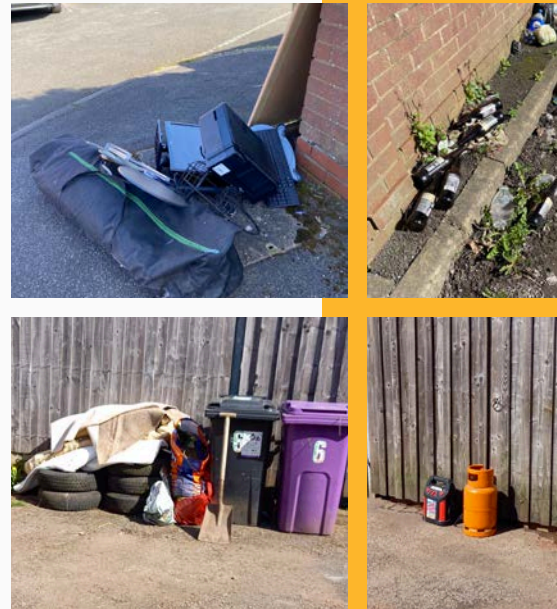
We've highlighted fly-tipping before, but unfortunately it continues to be a regular issue across the estate.

Dumped furniture, bags of waste, and unwanted items are being left in communal areas and open spaces. This not only makes the area look untidy, but can also create health and safety risks for residents.

Please dispose of items responsibly

If you need to get rid of larger items, there are simple and affordable options available:

- Contact Wolverhampton City Council to arrange a bulky waste collection
 - £33 for up to 3 items
- If your items are still in good condition, consider donating them
 - Charities such as the British Heart Foundation offer free collection services for reusable furniture



Let's work together

Fly-tipping affects everyone. By taking a few extra steps to dispose of items properly, we can all help keep Dovecotes clean, safe, and a place we're proud to live in.

If you see fly-tipping, please report it to us so we can take action quickly.

Community Notice Board

A few everyday things that really make a difference around Dovecotes:

- **Keep shared spaces clear** – hallways, green areas and paths are for everyone
- **Look out for each other** – a friendly, respectful community starts with small actions
- **Take pride in where you live** – it doesn't take much to help keep things clean and welcoming
- **Say something early** – if something's not right, let us know and we'll sort it

It's the little things that add up – and together, they help make Dovecotes a better place for everyone.





Your Comments



Facebook Reviews

"Ian came out to fix the grout and help put my cabinet up. Very professional and polite. Thank you"



Summer Trips 2026

We're excited to confirm this year's summer trips following your votes and fantastic engagement through texts, social media, and word of mouth. Thank you to everyone who took part – the response was excellent!

Barmouth – Wednesday 29th July 2026

Enjoy a classic seaside day out in beautiful Barmouth. With its sandy beaches, fresh sea air, and traditional coastal charm, it's the perfect summer escape for families and residents. Please note, this trip is already close to selling out, so early booking is strongly advised.



Alton Towers - Thursday 6th August

Get ready for a thrilling day at one of the UK's most popular theme parks. From adrenaline-pumping rides to family attractions and entertainment, Alton Towers offers something for everyone looking for an exciting summer adventure.



Barry Island – Saturday 22nd August

A fun-filled seaside trip to Barry Island, known for its beach, amusements, and relaxed coastal atmosphere. Whether you're looking to enjoy the arcades, grab an ice cream, or simply relax by the sea, it's a great day out for all ages.



COMMUNITY SUMMER TRIPS 2026

BOOK
NOW!

YOU VOTED, YOU DECIDED — AND THE RESULTS ARE IN!

Thank you to everyone who took part in voting, — we had an excellent response!
Based on your choices, we're excited to confirm this year's summer trips:

BEST SELLING



BARMOUTH

Wednesday 29th July

£10 members / £15
non-members

Leaving 8am
Return 5.30pm



ALTON TOWERS

Thursday 6th August

£30 members / £35
non-members

Leaving 8.30am
Return 6.30pm



BARRY ISLAND

Saturday 22nd August

£10 members / £15
non-members

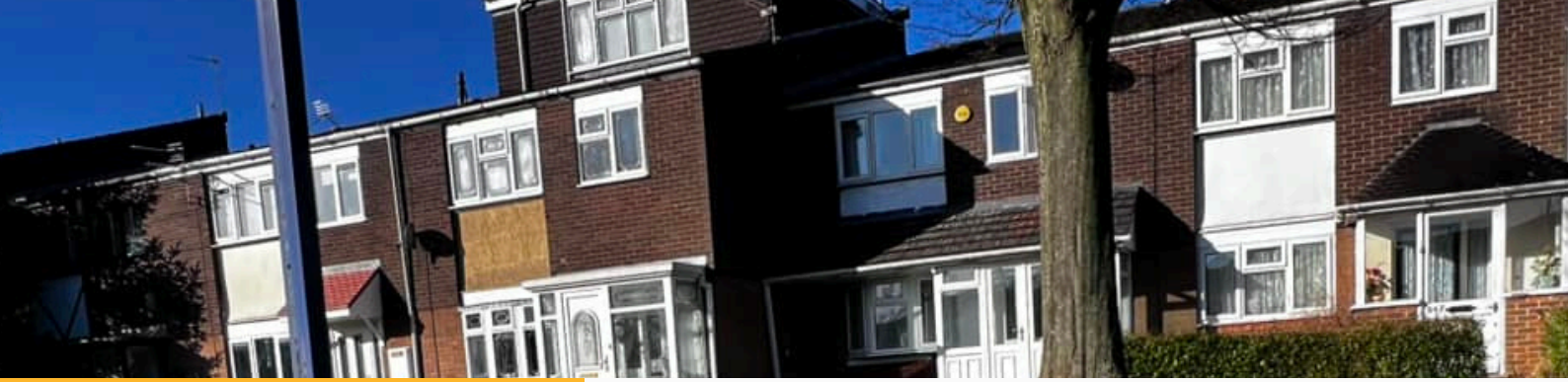
Leaving 8am
Return 5.30pm

Scan the QR code to secure your place:

- Complete the online booking form
- Make payment online or pop into the office if you prefer to pay cash
- Spaces are limited and sell out quickly



Bookings are allocated on a first come, first served basis and are only confirmed once payment is received. Bookings are non-refundable



Did you know?

Around 10.7 million tonnes of food is wasted every year in the UK – much of it still perfectly good to eat.

By using surplus food services and apps like Too Good To Go, we can all help reduce waste and make better use of what's available.

Food waste also has a major environmental impact, contributing to significant greenhouse gas emissions and climate change.



Food Surplus Collections

We're pleased to introduce a surplus food collection service for Dovecotes residents, helping to make good use of food that would otherwise go to waste.

From time to time, we receive food from local supermarkets. These items may be close to their best-before date or have slightly damaged packaging, but are still perfectly safe to use.

If you would like to be included, simply message **07493 370867** to be added to the notification list. You'll then receive a notification when food is available to collect.

Please note:

- Collections are first come, first served
- Availability will vary depending on supply

This is a small way we can support each other as a community while reducing waste.

Ways to Save with Too Good To Go

Did you know you can pick up low-cost food from local shops and restaurants using the Too Good To Go app?

Too Good To Go helps reduce food waste by offering "Magic Bags" of unsold food at a discounted price – often from places like bakeries, supermarkets, and cafés.

How it works:

- Download the "Too Good To Go" app via your app store
- Browse local businesses offering food
- Reserve a "Magic Bag" at a low cost
- Collect it at the set time

Each bag is a surprise and can offer great value while helping reduce waste.

A simple way to stretch your budget and support local businesses – all while doing something positive for the environment.





DOVECOTES TURNS 20

This year marks 20 years of Dovecotes TMO, and we're planning a special community celebration to bring residents together and recognise everything that has made the estate what it is today.



As part of this milestone, we're inviting residents — past and present — to help us tell the story of Dovecotes.

We would love you to share your old photos, memories, and stories of life on the estate. Whether it's how things used to look, community moments you remember, or how Dovecotes has changed over the years, your experiences are an important part of our history.

Your contributions may be featured as part of our celebrations, helping to showcase the people, places and memories that have shaped the community over the past 20 years.

Let's celebrate our estate and 20 years reminiscing of our yesteryears and how our community still lives on.

Photos and stories can be sent to:
[**general.enquiries@dovecotestmo.com**](mailto:general.enquiries@dovecotestmo.com)



Image credit - Black Country History

We're also exploring ideas for a summer celebration event, and would welcome any suggestions from residents on how we can mark this occasion together. This is a chance to reflect, celebrate, and look ahead — together as a community.



Dovecotes Community Pages

Easter was full of colour, creativity and community spirit as residents came together for a day of seasonal activities and shared fun.

From arts and crafts to bulb planting, there was plenty for all ages to get involved in throughout the day. We had a special visit from the Easter Bunny, who added lots of excitement across the day, along with plenty of chocolate eggs!

The animals proved a real hit, with lambs, chicks and rabbits bringing smiles and lots of attention from visitors.

A big thank you to Flip & Sauce for the mini pancakes, and to all staff and volunteers who helped deliver a brilliant community event. Finally, not forgetting our contractors Baker Flooring, Tony Davies and Dodd Group for their generous donations which helped make the event a success!



Find us
on Google

Happy with our service?
Leave us a Review



SCAN HERE

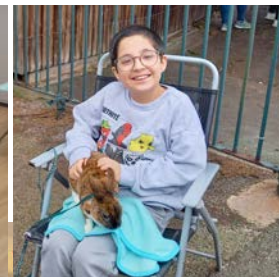


Find us
on Facebook

Happy with our service?
Leave us a Review



SCAN HERE

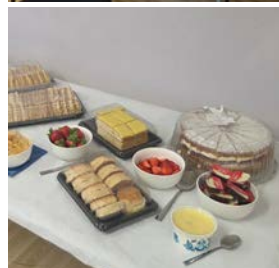


We continued the celebrations with a relaxed St George's Day, bringing residents together over afternoon tea and a friendly community atmosphere.

It was an opportunity to acknowledge the importance of cultural traditions while also strengthening a sense of belonging and togetherness across Dovecotes.

The afternoon encouraged friendly interaction and shared enjoyment, highlighting how simple moments can bring people together.

Thank you to all residents who took part and helped make the day a thoughtful and enjoyable celebration.





Resident Steering Group Sessions

We are launching a new Resident Steering Group as a fresh initiative for Dovecotes, designed to create an open and accessible space where residents can come together, share their views, and help shape the future of the estate.

These sessions are open to all residents living on the Dovecotes estate, whether you are a Dovecotes TMO tenant or not.

Everyone's voice is important, and we want to encourage as many people as possible to take part. The sessions will be informal drop-in opportunities where you can raise local issues, discuss ideas, and speak directly with the team about what matters to you and your community. They are designed to be welcoming, accessible, and community-focused.



Dates for your diary:

- 26th May - 4pm -7pm
- 24th June - 11am -1pm
- 21st July - 4pm -7pm



A light buffet will be available at each session to help create a relaxed and friendly environment.

This is your opportunity to get involved, have your say, and be part of shaping positive changes across Dovecotes.

Ready, Steady, Cook – Coming Soon

We're launching Ready, Steady, Cook – cooking sessions with qualified chefs, focused on simple, affordable meals and building confidence in the kitchen.

Perfect for families or anyone wanting to learn how to cook on a budget.

To take part, scan the QR to complete a short sign-up form or drop us an email at **general.enquiries@dovecotestmo.com** to register your interest and be notified of upcoming sessions.

Spaces will be limited. More details coming soon.



DOVECOTES



TMO

From the past, looking to the future

MEN'S WALK AND TALK

Join us for a relaxed men's mental health walk — a chance to get out, walk, talk and stop for a coffee in a supportive and informal setting.

This is an opportunity to connect with other men, have open conversations, or simply enjoy a walk together at your own pace.

FRIDAY 15TH MAY

and every 2nd Friday of the Month

11am-1pm

Meet Warren at the TMO Office

No pressure, no judgement — just a simple walk, a conversation, and a bit of time for yourself.



A DATE WITH DAD PHOTOSHOOT

Celebrate the dads, stepdads, grandads and father figures who show up with strength, care, and love.

Join us for a Father's Day photoshoot and capture memories that last a lifetime.



THURSDAY
18TH JUNE
4PM-7PM

Message us on WhatsApp [07493370867](https://www.whatsapp.com/business/profile/07493370867) or scan the QR code to reserve your 15 minute slot.



DOVECOTES TMO OFFICE
86 Ryefield, Dovecotes Estate,
WV8 1UD

www.dovecotestmo.com



DOVECOTES IN BLOOM

GET YOUR GARDEN READY

We're inviting residents to take part in this year's Dovecotes in Bloom — celebrating the spaces that make our estate look its best.

Nominations can be submitted by yourself, a neighbour or friend — or Dovecotes staff can enter on your behalf.

HOW TO ENTER:

- Take a photo of your entry
- Send it to:
general.enquiries@dovecotestmo.com
- Include your name, address and chosen category

OR

- Scan the QR code to complete the entry form



Entries must be submitted by
Friday 21st August 2026

Judging announced
27th August 2026

1st Prize: £50
Voucher
2nd Prize: £25
Voucher



MONTHLY LITTER PICK DAYS



FRIDAY 30 JANUARY 10AM	FRIDAY 27 FEBRUARY 10AM	FRIDAY 27 MARCH 10AM	FRIDAY 24 APRIL 10AM
FRIDAY 29 MAY 10AM	FRIDAY 26 JUNE 10AM	FRIDAY 31 JULY 10AM	FRIDAY 28 AUGUST 10AM
FRIDAY 25 SEPTEMBER 10AM	FRIDAY 30 OCTOBER 10AM	FRIDAY 27 NOVEMBER 10AM	FRIDAY 11 DECEMBER 10AM



Join us for one of our monthly litter pick days and be entered into the prize draw to win £100!

Meet us at the TMO office



CONTACT US



01902 552780



generalenquiries@dovecotestmo.com



dovecotestmo.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	
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