



WINTER EDITION 2025/26

VOLUME 1

Newsletter

Dovecotes Tenant Management Organisation
Official Newsletter

A welcome to you

Message from your board members

Dear Residents and Friends,

Welcome to our latest community newsletter! We are delighted to share updates, stories, and highlights from across the Dovecotes estate. This edition reflects the dedication, resilience, and community spirit that continue to make Dovecotes such a special place to live.

Looking back to the festive season, we want to thank everyone who joined us. From our community dinner and Christmas Event to Santa's grotto and festive crafts, the joy and warmth you brought truly made Christmas 2025 memorable. Your participation helped bring our neighbourhood together in the most uplifting way.

As we step into the New Year, we do so with optimism and shared purpose. We look forward to building on the progress we've made, strengthening our services, and creating even more opportunities for residents to connect, get involved, and shape the future of our community. Together, we can make 2026 a positive and productive year for everyone on the estate.

We are also pleased to welcome two new members to the Dovecotes TMO team, who both joined us at the start of the New Year. They bring enthusiasm, experience, and a strong commitment to supporting and engaging with residents. We are excited to have them on board and look forward to the fresh ideas and energy they will bring to our services and community activities.

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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.



Join the Dovecotes Tenant Management Board



We currently have vacancies on our Tenant Management Board, and we need residents and tenants like you to help us shape the future of Dovecotes.

Being on the board is a great way to:

- Have your voice heard in decisions that affect your community & estate
- Influence projects, services, and improvements in the area
- Connect with fellow residents and make a real difference

Requirements:

- Be a resident or tenant on Dovecotes estate
- Have no tenancy breaches

If you want to be part of shaping your community, apply today and make your voice count.

Email generalenquiries@dovecotestmo.com

The Good Neighbour Charter

The Good Neighbour Charter promotes respectful, considerate behaviour to help prevent disputes and reduce anti-social behaviour (ASB). It explains Wolverhampton Homes' approach to resolving issues—encouraging neighbours to try early, informal communication where possible, and outlining when more formal action may be needed. The Charter recognises that everyday concerns (like noise, rubbish, or shared space use) are often best handled directly between neighbours, with practical advice and mediation offered if needed. It also highlights that formal ASB action is used only when behaviour significantly impacts others.



www.wolverhamptonhomes.org.uk/help-support/anti-social-behaviour/good-neighbour-charter/



Fly Tipping

Fly-tipping is illegal and can make our estate look untidy and unsafe. Please dispose of your rubbish responsibly and help keep our community clean.

What you can do:

- Use the council’s bulky waste collection for large items.
- Take unwanted items to your nearest recycling centre.
- Report fly-tipping to us or the council or to us so we can act quickly.

Remember, even small actions help make a big difference—let’s all work together to keep Dovecotes safe and welcoming!

Too Good to Chuck – Give Unloved Items a New Life

Wolverhampton residents can give unwanted items a new lease of life through the “Too Good to Chuck” scheme at the Shaw Road Household Waste and Recycling Centre.

From wooden furniture and beds, to decorative household items; Anything that can be restored or repurposed is passed on to skilled local partners who repair and refurbish them giving items a longer life in a new home.

Part of the City Homemakers programme, the scheme helps people improve their homes whatever their budget, while reducing waste and protecting the environment. So before throwing something out, ask yourself – *is this too good to chuck?*

“Shop A Tipper”

If you spot rubbish dumped, you can report it directly to the council –even if you don’t know who did it.

Call them on **01902 552700**
or report online

www.wolverhampton.gov.uk/environment-and-climate/fly-tipping

You could receive a gift card as a thank you if your report leads to a prosecution!





Tenant Disrepair Scams – Please Be Careful

We want to remind residents to be alert to tenant disrepair scams, as we have recently seen a rise in these types of approaches.

Some individuals or companies may contact you by phone, text, social media, or knock at your door, claiming they can help you make a “no win, no fee” claim for repairs or compensation. These companies are not linked to Dovecotes TMO or City of Wolverhampton Council, and signing agreements may lead to unexpected costs or legal complications.



Please remember that all repairs and maintenance visits are always pre-arranged by us, and we will never send contractors to your home without letting you know in advance.

If you have already been contacted or signed anything, please don't worry – contact us as soon as possible. We can check whether the approach is genuine, offer advice, and support you with any repair concerns.

Rent Payments – Staying on Track

Keeping up with your rent is really important—it helps us keep services running and your community thriving. Please don't miss payments!

If you're on Universal Credit, you can have your rent paid directly to us. You can request this yourself, or we can help you set it up. Remember, UC is paid in arrears, and can vary dependant on your income, so it's a good idea to check your statement on your journal to see exactly how much is being paid. If you're in arrears, making little extra payment –even £1–can make a difference.

Ways to pay:

- Online / Direct Debit – simple and secure
- Standing order
- At the TMO office

If you're having trouble paying your rent, please contact us. We're here to help you keep everything on track.



**STRUGGLING WITH THE RISING COST
OF LIVING?
WE'RE HERE TO HELP...**



HOUSEHOLD SUPPORT FUND

**WE ARE CURRENTLY SEEKING NEW
HOUSEHOLDS TO SUPPORT.**

The Household Support Fund is a Government-funded scheme designed to help households who are struggling with the cost of living. Support can range from help with food, gas, electricity, water and other essential household costs and items.

Support is accessed directly through ourselves and we can help assess eligibility, offer guidance, and support you through the process.

WHAT SUPPORT IS AVAILABLE?



HELP WITH FOOD AND
GROCERIES



SUPPORT TOWARDS GAS AND
ELECTRICITY COSTS



HELP WITH WATER BILLS AND
ESSENTIAL HOUSEHOLD NEEDS

WHO CAN APPLY?



DOVECOTES TMO TENANTS



HOUSEHOLDS EXPERIENCING
FINANCIAL DIFFICULTY



THOSE STRUGGLING WITH RISING
LIVING COSTS

External agencies or individuals are unable to apply on your behalf. If anyone contacts you offering help to access the Household Support Fund, this may not be genuine.

Need Support? Talk to Us

If you're struggling or would like to apply, please contact us. Our team is here to support tenants and make sure help reaches those who need it most. We're encouraging new people to come forward and asking for help will not affect your tenancy. Call us on **01902 552780** to talk through your options or send us an email to **generalenquiries@dovecotestmo.com** or using the contact form on the website **www.dovecotestmo.com/enquiries**



Your Comments



Facebook Reviews

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



Parking Updates

Parking considerably plays a big part in keeping our estate safe, accessible, and pleasant for everyone. Recently, we've received a number of concerns about blocked pavements, restricted access for emergency vehicles, and difficulties for pushchairs and wheelchair users navigating around parked cars. We're asking all residents and visitors to help by being mindful of where and how they park.

Why considerate parking matters

- **Emergency access:** Fire engines, ambulances and police need clear access. Parking too close to junctions or on both sides of the road can delay emergency response.
- **Pedestrian safety:** Vehicles blocking pavements can force people – including children, older residents and those with mobility needs – into the road.
- **Respect for neighbours:** Inconsiderate parking can cause inconvenience, disputes, and damage to vehicles, gardens or verges.
- **Looking after the estate:** Parking on grassed areas damages the ground and creates muddy, unsafe surfaces.

How You Can Help

- Park fully on the road and keep pavements clear
- Keep junctions, dropped kerbs and driveways clear
- Leave space for pushchairs, wheelchairs and mobility scooters
- Do not park on verges, greens or landscaped areas
- Ask visitors to park considerately too

Working Together

We know parking can be difficult at busy times and appreciate the efforts many residents already make. By being considerate, we can help keep the estate safer and more accessible for everyone. If you have concerns or suggestions about parking, please contact the TMO team – we're here to help

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 are 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:

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



REPAIRS



Process & tips

REPORT IT

Please report your repairs as soon as they happen - You can report your repair online, 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

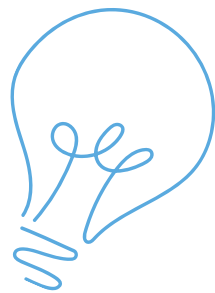
Emergency repairs - within 24 hours
Routine repairs - within 28 days
Programmed works - within 90 days

GAS SERVICE

Your Gas service is carried out by Dodds 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 December 2025

"Ian was very helpful fixing my sink thank you very much Tmo 😊👍👍"



Ian has just fixed my shower done fanatic job, top man 🧡





Google December 2025

"Cant fault Ian the plumber great bloke and for lyndsey chasing the job up for me , fantastic service from both of them 🙌"



"Great job sorted out my toilet out in less than 1 hour thank you Warren and Ian"



"Thanks alot for the service, great plumber, outstanding customer service. Thanks again Mr Ian"



Regulator of Social Housing Inspection Update

Following an inspection by the Regulator of Social Housing, City of Wolverhampton Council's housing services received a **C2 grading**, published on 28 January 2026.

This rating confirms that services are meeting the required standards, with no serious failings identified. The report also recognised a positive culture towards tenants, highlighting strong tenant involvement through scrutiny panels, drop-in sessions and engagement activities that make a real difference.

Some areas for improvement were identified, all of which were already known and reported by the council. This shows a commitment to being open, learning, and improving services for residents.

Work is already underway, including progress on fire safety checks, home condition surveys, improved data, and strengthening tenant influence and accountability.

City of Wolverhampton Council, Wolverhampton Homes and TMOs will continue working together to provide safe, high-quality homes and to build on the feedback from the inspection.

Help Us Decide on New Notice Boards!

We're planning to install new notice boards around the estate to share news, updates, and information that matters to you. But we need your input!

Where do you think the notice boards would be most useful? Come to the office during opening times and place a sticker on our map to show your suggested locations

You can also:

- Send a message to generalenquiries@dovecotestmo.com
- Share your ideas at our upcoming events

Your feedback will help make sure the notice boards are in the best spots to keep everyone informed. Every suggestion counts!





Summer Trips 2026

We've been busy looking through your feedback from last year's Summer Trips, and we're so pleased to hear how much you enjoyed them.

Thank you for all your fantastic suggestions on where you'd like to go this year – the responses were amazing. We've narrowed it down to the top 10 destinations, and now it's over to you to decide!

- Skegness
- Liverpool
- Drayton Manor
- Alton Towers
- Blackpool
- Barmouth
- Theatre Trip
- Barry Island (Wales)
- London
- Southport

Cast your vote by simply scanning the QR code below.

Unable to scan? No problem – just pop into the TMO office and we'll be happy to help you vote in person.

Your Comments




Facebook Reviews

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



SCAN HERE

TO VOTE FOR YOUR SUMMER TRIP 2026



VOTING CLOSSES TUESDAY 31ST MARCH



Dovecotes Community Pages

During the Christmas period, we brought residents together through a range of festive activities to spread some cheer and Christmas magic. Thank you to everyone who came along – it was lovely to see so many smiling faces.

A real highlight was our Christmas dinner, where residents enjoyed a traditional meal with all the trimmings. We served over 50 meals, including takeaways, with more than 30 people sitting down together, enjoying a meal, and have a chat. It was a lovely afternoon filled with good food, laughter, and festive cheer.



The fun continued throughout our community, which was buzzing with excitement.

Residents visited Santa in his grotto and were delighted to see his reindeer (“donkey’s”) make an appearance. There was lots of opportunity to get creative with arts and crafts, including memorial baubles for our remembrance tree, while children (and adults!) enjoyed face painting and singing along to festive carols or two.

From the Christmas café to the tombola and raffle, there was something for everyone to enjoy with a real buzz of festive cheer in the air. Thank you for making Christmas 2025 a great one.



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

Meet the Forrester's – Our New Community Champions



“BE PROUD OF LIVING ON THE ESTATE”

How long have you lived on the Dovecotes estate?

12 years

What do you like most about living in Dovecotes?

There are some really good, friendly neighbours who are always willing to help if they can.

Why did you become a Community Champion?

To try, where possible, to help make Dovecotes a better place to live.

What does being a Community Champion mean to you?

Helping people see the potential of what the estate can become.

What change would you like to see in Dovecotes over the next year?

I'd like to see residents working together to help make the estate a safer place.

What kind of things are you hoping to help with in the community?

Improving the environment and helping create a better place for everyone.

What's one small thing that can make a big difference for residents?

Better awareness of the things that can be done to improve the estate.

What would you say to a resident who wants to get more involved but isn't sure how?

Come along to meetings and see how you can get involved – there's something for everyone.

If you could plan one dream community event, what would it be?

More activities and events for children

Tea or Coffee?



Sweet or Savoury?



Dovecotes in 3 Emojis





Introducing Community Champions

Community Champions are a new initiative at Dovecotes, created to help strengthen connections across the estate. They are residents who bring neighbours together, share ideas, and make a positive difference—helping to make Dovecotes a better place to live.

Our aim is to involve more residents in shaping a stronger, more connected community.



If you're interested in becoming a Community Champion, please email



generalenquiries@dovecotestmo.com

Join our Resident Engagement Group

Join our Resident Engagement WhatsApp group to stay up to date with the latest news, events, and important updates. It's a quick and easy way to hear from us and stay connected with what's happening on the estate.



- 1 Use your phone camera to scan the QR code.
- 2 Join the WhatsApp group
- 3 Share ideas, suggestions and help build the community

New Staff Join Dovecotes TMO Team

We were delighted to welcome two new staff members to the Dovecotes team at the start of the New Year. They are already busy supporting residents and helping to deliver services and community activities. Say hello when you see them around the estate or at the TMO office.



**Tian Currie -
Resident Engagement
Officer**

Tian, our new Resident Engagement Officer is here to help residents stay informed, have their voices heard, and make a real difference at Dovecotes. She will be looking at all sorts of areas – not just events – from services, safety, and activities to ideas that improve your community and day-to-day life

There are lots of ways to get involved:

- Join our WhatsApp group for updates and news
- Share your ideas or suggestions for anything that matters to you
- Attend meetings or drop-in sessions to have your say

If you have an idea or want to get involved, you can contact Tian on 07493370867 or drop a note at the office.

Claire is our new Housing Assistant. She's your go-to for day-to-day housing questions and any support you might need. Whether you see her at the cash desk or speak with her on the phone, Claire is here to make sure your enquiries are handled smoothly and efficiently.

She works alongside the wider housing team to keep things running smoothly and is always happy to help residents with advice, guidance, or simply a friendly chat. Don't hesitate to say hello or reach out if you need a hand!



**Tian Currie -
Resident Engagement
Officer**

Both Tian and Claire are here to assist residents and support the Dovecotes community.

A MOMENT FOR MOM

MONDAY 9TH MARCH 2026
4-7PM

"Celebrate the special bond motherly bond with our community photoshoot"



Capture a moment that lasts a lifetime.

*Join us for a relaxed photoshoot & capture smiles, giggles, and memories to treasure..
Perfect for mom, nan or any other female that deserves to be celebrated on Mother's Day.*



Message us on WhatsApp 07493370867
or scan the QR code to reserve your 15
minute slot.

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

www.dovecotestmo.com

YOU ARE INVITED TO DOVECOTES



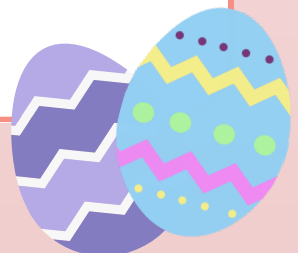
Wednesday
1st April
2026

10am-4pm

- Animal Petting
 - Easter Bonnet Parade
 - Easter Trail & Hunt
 - Arts & Crafts
 - Bulb Planting
 - Photo Booth
-
- Tombola & Raffle
 - Face Painting
 - Easter Café
 - Your Voice
 - Plus much more...

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

www.dovecotestmo.com



BUILD YOUR OWN MINI DOVECOTE

CELEBRATING
INTERNATIONAL DAY
OF MONUMENTS &
SITES

Saturday 18th April 2026
12pm -2pm
Pendeford Dovecote

- **Mini Dovecote Craft:** Make and decorate your own mini dovecote to take home
- **Discover Local History:** Learn fun facts about our Dovecote and its historic role in the community



Message us on WhatsApp
07493370867 or scan the QR
code to reserve your Dovecote





CELEBRATE



St Georges' Day

Join us on St George's Day for tea, cake, and a special performance to mark England's patron saint.

Come along, meet your neighbours, and enjoy a bit of community fun!

*Music · Food ·
Community*

Thursday 23rd April 2026

2pm - 5pm

TMO Office

Book your space by WhatsApp on 07493370867 or by scanning the QR code.



www.dovecotestmo.com



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