



## Dudley Federation Annual General Meeting summary – Tuesday 27<sup>th</sup> January 2026

The meeting brought together representatives from eight Tenant and Resident Associations (TRAs), DFTRA Board members, the Tenant Engagement Team, and Cllr. Jackie Cowell. Key focuses discussion areas service updates, lift repairs, fire safety concerns, budgeting, and improving communication with tenants.

- 📄 **Repairs Management Centre (RMC):** A question was raised about introducing a numbered queuing system so callers can decide whether to wait or call back. The RMC confirmed they are working on implementing a call-back system, allowing callers to end the call and receive an automatic return call when they reach the front of the queue.
- 📄 **Household Waste & Recycling:** The service will remain the same for high-rise properties for now. New bins are being rolled out for low-rise and other properties from April. More information can be found here: <https://www.dudley.gov.uk/residents/bins-and-recycling#comingSoonNewHouseholdWasteAndRecyclingService>
- 📄 **Dudley Federation Accounts:** These were presented and can be viewed [here](#). Financial reports are also available on our website: <https://www.dfta.org.uk/dftra-documents/financial-updates>
- 📄 **The Participation Development Team:** This team are now the **Engagement Team**; with no role changes.
- 📄 **Dudley Federation Board:** Martin Smith was co-opted to the board for special skills, and Robert Bullock was elected to represent Margaret Vine Court Community Association.

If you are interested in joining the Dudley Federation Board or would like more information about the role, please contact us.

**Dudley Federation's next general meeting will be on Tuesday 28<sup>th</sup> April 2026.**