

engage



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Magnify presents to senior managers



Magnify members Val and Chris Griggs-Beasley with their report. Well done!

Members of our tenant scrutiny panel Magnify came in to present the findings and recommendations of their latest report to senior managers at Tuntum.

The report looked at our voids process, which is how we recover, repair and re-let empty properties. They made several recommendations which were discussed and will be taken into account in the future planning of the service.

"Magnify perform a valuable and important role for us," said Richard Renwick, Chief Executive. "They hold us to account and scrutinise our processes to make sure our tenants are receiving the best possible services. All of us here at Tuntum would like to thank Val, Chris and Carol for the superb job they've done in producing this very thorough report."

If you'd like to be involved in Magnify, please contact our Tenant Engagement Officer **Melanie Wilson-Davis** on **0115 912 1290** or email **melaniewilson-davis@tuntum.co.uk**

There are lots of ways to get involved and help us shape the services you receive, so whatever time you have to offer, get in touch!

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You Said We Did

We held a 3-week consultation in January about this newsletter and how you'd like to receive it.

65%

of the general housing tenants we surveyed 'always or sometimes' read Engage, and...

72% of you said you would prefer to receive a printed copy in the post.

We have allocated a budget to ensure tenants continue to receive hard copies of Engage.

13%

of you would rather receive it via email – if you would like *Engage* sent straight to your inbox, sign up to our mailing list! See below for details.

NEW e-bulletins

We're proud to introduce our new e-bulletins, bringing news, events and opinion polls direct to your inbox.

Sign up and stay up-to-date on everything Tuntum, have your say and enter exclusive prize draws and competitions.

Visit our Facebook page or email alannairving@tuntum.co.uk and sign up today!



Revised tenant handbook

We've updated our **Tenant Repair Handbook**.

It has lots of information on how to prevent problems, and how to deal with issues when they arise, including helpful pictures to help you identify what's going on, and how to contact us if you need a repair.

Call 0115 916 6066 to request a copy, or download it from the 'repairs' page of our website:

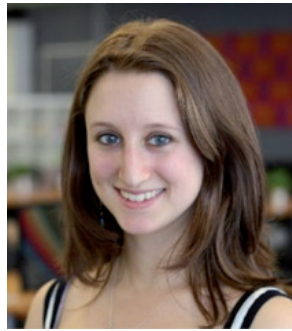
www.tuntum.co.uk/residents/report-a-repair



Staff news

Alanna Irving

We are pleased to welcome Alanna Irving as our new Communications and Governance Officer. Alanna was born and raised in Nottingham and is excited to be back on home turf. *“The vibrancy and diversity of Nottingham is what makes it so great,”* she said. *“I’m looking forward to supporting and improving our communities with Tuntum.”*



Alanna will be working hard to keep you up-to-date and involved with what’s happening in Tuntum, Nottingham and the East Midlands, so keep an eye on our Facebook and Twitter pages for all the latest.

Chanel Robertson

Our newest member of staff at Karibu House is Chanel Robertson, who is none other than a former Karibu resident. *“I moved to Karibu in 2003 due to a family breakdown. It gave me solace and relief”,* she said. *“My key worker helped me understand my issues and begin the long process of resolving them.”*



Chanel moved out of Karibu in 2005, and has held a tenancy for the last 11 years. She has even been reconciled with her family. She joined Tuntum as a staff member in October 2016. *“I’m delighted to have been successful in my application,”* she said. *“I can finally give back to others going through situations similar to mine.”*

Growing tomorrow’s talent

Tuntum regularly works with universities and other organisations to offer internships and apprenticeships to young people in Nottingham. We aim to offer valuable practical experience to enable interns to build the skills and confidence they will need to flourish in a working environment.

In August 2016, we hosted Anthony in Finance and Nat in Maintenance, both of whom are students at Nottingham Trent University. In January 2017, we hosted Harry from Nottingham City Council, who shadowed our Housing Management team, and Megan from De Montfort University, who undertook a 6-week internship as a Spend Analyst. Megan studied Business Management and Law as an undergraduate, and is now working towards a Masters in International Business and Finance. She hopes to become a financial advisor. *“Working with Tuntum has been a great opportunity,”* she said. *“Everyone is really welcoming, it’s easy to fit in, and it’s a really good hands-on learning experience.”*



Harry, Nottingham City Council apprentice



Meg, De Montfort University Masters student

If you’re interested in a student placement or internship with us, please contact Lynsey Baum on 0115 916 6089 or at lynseybaum@tuntum.co.uk

Staff awards

Tuntum held its annual Staff Away Day in January, which included the presentation of Long Service Awards. We would like to thank our staff for so many years of continued, dedicated service to our organisation and our community. Well done!



5 YEARS

Christine Blake-Powell

10 YEARS

Adeline Moore
Cherelle Dyce
Christine Maxwell
Donald Morgan
Symone Darby

15 YEARS

Debbie Lambert

20 YEARS

Daniel Hutton
Laverne Whyte

25 YEARS

Delores Price
Pauline Robinson

Benefits are changing - are you ready?

What you need to know...



Housing Benefit will equal the Local Housing Allowance (LHA) rate. This is calculated based on average rents and services charges for the area, and takes into account the number of bedrooms you are entitled to.

This could mean that you receive less money to pay your rent.



This will come into force in April 2019.



Tenants in social housing – both working age and pension age – with tenancies signed in April 2016 or after.

Example LHAs:
You can find out the LHA for your area at lha-direct.voa.gov.uk

	1 Bed	2 Bed	3 Bed	4 Bed
Derby	£84.75	£103.56	£117.70	£149.59
Leicester	£86.30	£109.32	£126.58	£163.16
Nottingham	£90.90	£108.26	£120.29	£151.50

If you started a tenancy on or after April 1st 2016, you need to think about whether you will be still able to afford your rent when the changes take place



DATES FOR YOUR DIARY

APRIL 2016

If you **sign or renew a tenancy** on or after April 1st 2016, you will be affected by the changes.

APRIL 2017

If you **sign or renew a supported tenancy** on or after April 1st 2017, you will be affected by the changes.

APRIL 2019

Benefit changes come into force on **April 1st 2019**. The amount of benefit you receive may change.

IF YOU ARE SINGLE AND UNDER 35:

You are only entitled to receive the standard rate for a bedroom in **shared accommodation**. This shared rate will be based on properties where you have the use of **one bedroom** and where you share the use of one or more of:



A KITCHEN



A BATHROOM



A TOILET



A LIVING ROOM

How many bedrooms am I entitled to?

ONE BEDROOM IS ALLOCATED FOR:

- every adult couple
- every other adult aged 16 or over
- any two children regardless of gender under 10 years old
- any two children of the same gender under 16 years old
- any other child

IF YOU ARE:

- Single and over 35
- A care leaver under 22
- A couple with no dependent children

You will be entitled to the rate for a **one bedroom property.**

Some example households in Derby:

	SINGLE PERSON UNDER 35 ONE BED PROPERTY	Rent and Service Charge = £75 a week Entitlement = shared rate £58.82 Shortfall = £16.18 a week
	SINGLE PERSON OVER 35 ONE BED PROPERTY	Rent and Service Charge = £75 a week Entitlement = one bed £84.75 Shortfall = £null
	ADULT(S) & TWO CHILDREN UNDER 10, 3 BED PROPERTY	Rent and Service Charge = £90 a week Entitlement = two bed £103.56 Shortfall = £null
	COUPLE (ANY AGE) NO CHILDREN 3 BED PROPERTY	Rent and Service Charge = £90 a week Entitlement = one bed £84.75 Shortfall = £5.25 a week

LHA RATES FOR DERBY 2015/2016



Shared Room rate	£58.82/week
One Bedroom	£84.75/week
Two Bedrooms (single or couple plus 1 or 2 children)	£103.56/week
Three Bedrooms	£117.70/week
Four Bedrooms (max)	£155.34/week

Note: LHA rates are calculated over 52 weeks. Derby City Council rents are calculated over 48 weeks. Actual 52 week rent values are around 8% lower.

HOUSEHOLD EXAMPLES

If you think you will not be able to pay your rent in full, or if you have any questions about the changes, please contact our Customer Services team on **0115 916 6066** or email **admin@tuntum.co.uk**

Remember: if you do not pay your rent, you may lose your home.

Further help and resources:

Citizens Advice, Nottingham & District Housing Advice

34-36 Carrington Street
Nottingham NG1 7FG
0115 9453970
<http://nottinghamcab.org.uk/advice/housing>

Nottingham Homelink

Oak View
c/o Harvey Road
Bilborough
Nottingham NG8 3BB
0115 746 9977
www.nottinghamhomelink.org.uk

Direct Help & Advice (Derby)

Phoenix Street,
Derby DE1 2ER
0133 2287 850
housingadvice@dhadvice.org
www.dhadvice.org

Welfare Rights Service (Leicester)

0116 454 5570
welfare.rights@leicester.gov.uk
Search 'Welfare Rights' on
www.leicester.gov.uk

Citizens Advice Leicestershire

Hinckley Hub
Leicestershire LE10 0FR
0116 3400116
<http://www.leicscab.org.uk>

Spotlight on... the Imaani Project

The Imaani Project was started by Tuntum in 1999, offering accommodation and support to young women who are homeless or at risk of homelessness.

'Imaani' means faith in Swahili, and for Nahid, faith is a crucial part of her story.

Nahid is 23, from Ahwaz in the south of Iran. She has been living at Imaani since March 2016. She is studying English as a second language at Central College Nottingham, and volunteers at the Red Cross and the Jobcentre.

"It's been great living here," she said. "It's clean, it's very nice, and the good thing is you have an advisor and they make time for you, they help you out with everything you need."

When Nahid was 18, she and her father were involved in a car accident. Her father was killed.

"It was a really horrible time for me," she said. "They took my father's body to another city, 6 hours' drive away, we couldn't see him."

She found comfort in Christianity.

"My best friends at that time, they were Christian. They talked to me about it, it was a really horrible year and they were there for me. What I really liked, is they call God 'Father.' And I really needed a father," she said.

Nahid's family is Muslim, and for a long time she couldn't tell them how she felt. When she finally did change her religion, she said it was a very scary and stressful time.

"There were problems with the government. It was horrible. My Mum was really not happy about it."

She came to England in November 2015. *"It has*



been really hard, I stayed in hostels and shared houses. But the staff at Imaani have been so helpful. They explained everything to me, they help me with Housing Benefit, with medication. I have had depression, and when I stay at home and I'm not working, I can't do anything, I feel useless, I feel horrible." At Imaani, they helped Nahid to find volunteering work, and she also helps out at her local church. *"It's better when I have things to do," she said.*

In Iran, she worked for the same oil company where her Dad had worked as an engineer, but now she would like to study medicine.

"I need to leave my whole life back there behind," she said. "It is more difficult to go to university here than in my country, because I have to take GCSEs and A levels, but one day I would really like to be a doctor."



Belange, who is 20, came to Imaani after social services took her away from her abusive father in Birmingham.

"I was born in Congo. My father came to England before me and left me with some other people. I think he brought me over here to do the housework. I came here in 2007 but he was very abusive. He didn't let me go to school, he made me do the cooking and the cleaning, he beat me for no reason. Sometimes he even made me sleep outside. My school called the social worker."

At 15, she was living in a hostel.

"I really didn't like the hostel. It was loud, I felt unsafe, I shared a bathroom with boys. I don't like being around boys, I don't trust them after the way my father treated me. It's ok if I know them, but if I don't know them I don't go near them."

She asked to be moved to a girls-only hostel, but was refused. So she started doing her own research, and found Imaani House.

Now she is studying fashion at NCN, and wants to be a fashion buyer someday.

"It's better now," she said. "Growing up I didn't have anyone to talk to so I kept it all to myself. Being here I feel more open. And it's not like in Birmingham, where people used to fight every day, bring guns into the hostel, do drugs. I feel safe now."

Belange left Imaani House in November 2016, and is currently bidding for her own home.

YOUR next career move?

Homecare Plus has been delivering care and support in the local community in Nottingham since 1993.

We are on the look out for more 5-star Home Care Assistants – could you be one of them?

We offer:

- Permanent or flexible contracts
- Mileage
- In-house training and development opportunities
- Waking nights
- Enhanced rates of pay for Bank Holidays
- Specialist training
- Fully funded Disclosure and Barring Service Check
- Free uniform, mobile phone, personal alarm and torch
- Free personal protective equipment supplied

Tray Hall, Business and Registered Manager, said:
“Homecare Plus wants the best people to deliver our care and support in the community, so the commitment that we want from our staff is echoed by our commitment to them as an employer. We know that to provide the best service, our staff need to be happy.”

“We have moved away from ‘Zero Hours’ so staff know why we are called Homecare Plus and not just homecare. The ‘Plus’ we offer to our staff is about enhanced benefits and job security.”

If you are interested in learning more about the opportunities available at Homecare Plus, please ring our offices on **0115 9113370** for an informal discussion and an application form.



homecare  plus

A day in the life...

Denise Watts

- Worked in housing for 19 years
- Tuntum Officer since 2013
- Covers properties in Barwell, Leicester, Hyson Green, Broxtowe, Clifton, St Ann's



9:00am

The first thing I do when I get in is check my emails, my answerphone, and my work mobile phone. Tenants are using WhatsApp more and more now to send documents quickly, which is really useful. I deal with the most urgent things first, check my calendar so I know what I'm doing that day, then I make myself a cup of tea.

We deal with all aspects of tenancies, from viewings and sign-ups, to rents and housing benefits, to visits and inspections. There's no such thing as a 'typical' day for us, but it gives us lots of variety!

9:30am

A selection of today's emails:

- the Head of Housing and Sales (my boss!): giving advice on some high arrears cases
- the Housing Options team in Leicester: they are assisting with a tenant who needs to downsize to avoid the bedroom tax
- a member of our maintenance staff: he's going to help me to change the door entry codes at one of our block of flats, as people have been gaining entry
- Nottingham City Council co-ordinators: all the landlords with properties in an area of Hyson Green are going to get together to discuss solutions for the communal alleyways, where people are dumping a lot of rubbish



We work very closely with a lot of other people – our own maintenance staff, but also the police and council departments like environmental health and pest control. We also try to signpost people to local agencies wherever we can, for example if someone in Nottingham needed advice on debt and managing money, we'd refer them to The Sound as a Pound project.

10.00am

Today I'm doing an estate inspection in Barwell. We do estate inspections roughly every 3 months, to check the condition of the outside of the properties, and to check on the services that are provided on the estate. For example, we hire gardeners to maintain the communal spaces and car parks. Tenants pay for this in their service charge, so we want to make sure they're receiving a good service. I'll be checking the state of the bin storage areas, any litter or fly tipping, and I also keep an eye out for any cars that look like they aren't taxed – I can then run them through the DVLA system when I'm back in the office to make sure they're declared as SORN.



of a Housing Officer

11.30am

Next up is a starter tenancy visit. Everyone has a starter tenancy for the first 12 months they live in a Tuntum property. We will visit the tenant at around the 9-month mark, just to check everything's going ok, that there are no issues with rent or anti-social behaviour, and to advise them that their tenancy will be converted to an assured tenancy. This means they then have more rights, such as the ability to take part in a mutual exchange.



12.00noon

It just so happens that yesterday a tenant down the road handed in her notice, so I'm going to pop in for an end of tenancy visit, just to confirm her end date, go through her rent statement, and check the condition of the property. It's lucky I was already planning on coming out here!



1.00pm

Last visit today is an annual tenancy visit. We like to visit every tenant once a year, to make sure their circumstances haven't changed, they're not having any problems and they're receiving all the support they need. There's a hairline crack in one of the pipes in this property, which has been reported but has not been repaired, so I make a note to follow it up with the Customer Services team when I get back to the office.



2.30pm

Back in the office, and I have to deal with the outcomes of all the visits this morning – and have another cup of tea! I'll need to send feedback on the estate inspection to the tenants on the estate within 14 days. I'll also need to put in writing some of the things I discussed with the last tenant about maintaining his property.

2.45pm

I've just been told of a property that's flooded, so I have to drop everything I'm doing and book the family into a hotel. Emergencies and unexpected things often crop up throughout the day so we're constantly having to re-prioritise!



4.00pm

Quick catch-up meeting with my team. We're currently updating all the policies and procedures and re-writing our standard letters to make sure they're clear for tenants, and to incorporate the changes that are currently happening to do with welfare reform.

4.50pm

Before I leave work, I like to make sure I have all my paperwork done for the next days' visits, and tidy my desk a little if I can!

WHAT'S ON

EASTER IN YOUR AREA...

Sat 1 April until Mon 17 April

Easter Trail
11.00-15.00
Sherwood Forest Country Park
01623 823202
enquiries@nottsc.gov.uk
£1

Sat 1 April until Mon 17 April

Easter Egg Hunt 2017
10.00-16.30
Rufford Abbey Country Park
01623 821 338
rufford.park@nottsc.gov.uk
£1

Sun 9 April

Easter Craft Fair
11.00-16.00
Markeaton Park Craft Village, Derby
DE22 4NH
01332 640789
sarah@fowler.force9.co.uk

Wed 12 April

Easter animal day: Easter trail, craft activities and gorgeous animals!
11.00-16.00
Belgrave Hall & Gardens, Leicester
LE4 5PE
0116 266 6590
www.visitleicester.info/museums
£2.50 for craft activities

Thu 13 April

Children's School Easter Break
Craft Club
10.30-11.30
Eastwood Library
Free!

**Green's Windmill
Sneinton, NG2 4QB**
www.greensmill.org.uk
0115 9156878

Fri 7 April until Sun 9 April

Eggciting Easter
Eggstravaganza
10.00-15.00
£5

Wed 12 April

Chocolate Nests
11.00-14.00
£3

Fri 14 April

Easter biscuits
11.00-14.00
£4

**Kedleston Hall
Derby DE22 5JH**

Kedlestonhall@nationaltrust.org.uk

Mon 10 April until Fri 21 April

Fleecy Easter Crafts
11.00-15.00
£1.50

Wed 12 April and Wed 19 April

Make a felted Easter Egg decoration
11.00-12.00 or 15.00-1.600
£2

Fri 14 April until Mon 17 April

Fleecy Easter Trail
11.00-15.00
£2.50



Fri 14 April

Cadbury Egg Hunt at Ilam Park
White Peak, DE4 2HX
01335 350503
peakdistrict@nationaltrust.org.uk

Fri 14 April

'Dragons and Caverns' Egg hunt
Free trail
Creswell Crags, Worksop S80 3LH
rachel.wood@creswell-crags.org.uk
www.creswell-crags.org.uk
£3 to decorate an egg

Sat 15 April and Sun 16 April

Easter Punk Weekender
The Maze, 257 Mansfield Rd
NG1 3FT
0115 947 5650
info@themazerocks.com
<http://www.themazerocks.com/gigs>

Sun 23 April

Easter Afternoon Tea
12.00-17.00
The City Rooms,
Leicester LE1 5AW
www.thecityrooms.co.uk
info@thecityrooms.co.uk
0116 251 5337
£15pp

Website under Construction



We're building a brand-new website. We want to provide you with an easy way to get in touch with us, to pay rent, report repairs or anti-social behaviour, and to find out all the information you need.

To do this, we need you to tell us what you want to see on our new website – what would be useful, how you'd like it presented, and what would make it your go-to resource. **Do you use our current website? What do you think of it? How would you change it?**

We'll be hitting the road to get your views from the 19th of April onwards. Look out for our bus, come along and tell us what you think.

We'll also be holding a focus group on the 25th of April, with a £10 voucher for everyone who attends. Email Mel at melaniewilson-davis@tuntum.co.uk to book your place.

If you have an idea for our website but can't make it to any of the above, email Alanna at alannairving@tuntum.co.uk



Receive this newsletter in other languages and formats

If you would like this newsletter in one of the languages below or any other format, please contact us using the details at the bottom of the page.

إذا رغبت في الحصول على هذه النشرة باللغة العربية،الرجاء الاتصال بالرقم التالي:
0115 916 6066 وسنعمل على تأمين ترجمة لك.

আপনি যদি এই নিউজলেটার বা সংবাদ বিজ্ঞপ্তিটি বাংলায় পেতে চান, তাহলে দয়া করে 0115 916 6066
নম্বরে ফোন করবেন এবং আমরা আপনার জন্য এর অনুবাদের ব্যবস্থা করবো।

如果您想要這時事通訊用中文印版，
請打電話 0115 916 6066，
我們將會為您安排翻譯。

اگر این "خبرنامه" را به زبان فارسی ترجیح می دهید، لطفاً با شماره تلفن 0115 916 6066 تماس بگیرید و ما
ترتیب تهیه ترجمه آنرا برای شما خواهیم داد.

Si vous voulez ce bulletin en français, S.V.P. appelez 0115 916 6066 pour qu'une
traduction soit produite pour vous.

अगर आ न्युजलेटर नमने गुजराती भाषामें गेठने छिय तौ ०१५ ९१६ ६०६६ नंबर
पर संपर्क करी. अमे नमरा माटे आनो अनुवाद करवाली व्यवस्था करीय.

यदि आप को इस नियूजलेटर की हिन्दी भाषा में जरूरत है तो कृपा करके इस नंबर 0115 916 6066 पर फोन करे
और हम आपके लिये इस के अनुवाद का प्रबंध कर देंगे।

هه گهر جهزت کرد هه ناممهه والله به زمانى كوردى سوزانى دهستت كه ویت، كه وه تكایه په یوه ندىمان په یوه بکه له ژماره
تله فونى 0115 916 6066 و نیمه كۆپیه كى وه رگتیاو بى زمانه كته بى ساز ده كه یین.

Se você gostaria de obter este boletim informativo em português, ligue
para o 0115 916 6066 e nós o traduziremos para você.

ਜੇਕਰ ਤੁਹਾਨੂੰ ਇਸ ਨਿਊਜਲੈਟਰ ਦੀ ਪੰਜਾਬੀ ਬੋਲੀ ਵਿਚ ਜਰੂਰਤ ਹੋਵੇ ਤਾਂ ਕਿਰਪਾ ਕਰਕੇ ਇਸ ਨੰਬਰ 0115 916 6066 ਤੇ

ਫੋਨ ਕਰੋ ਅਤੇ ਅਸੀਂ ਤੁਹਾਡੇ ਲਈ ਇਸ ਦੇ ਅਨੁਵਾਦ ਦਾ ਪ੍ਰਬੰਧ ਕਰ ਦੇਵਾਂਗੇ।
Jeśli chciałbyś biuletyn w języku polskim, to
proszę zadzwonić tel. 0115 916 6066 a my
zorganizujemy przetłumaczenie.

Haddii aad u baahan tahay joornaalkan oo af Soomaali, ah fadlan soo wac
telefoonkan 0115 916 6066 waynu kuugu turjumi karnaa afkaaga.

Bu bildirinin Türkcesini istiyorsanız, lütfen 0115 916 6066 'u arayınız, biz de Türkce
tercümesini size tedarik edeceğiz.

آپ چاہتے ہیں کہ آپ کو یہ نیوز لیٹر اردو زبان میں مہیا کیا جائے تو براہ مہربانی 0115 916 6066 پر رابطہ کریں، ہم آپ کیلئے اس نیوز لیٹر کو اردو میں ٹرانسلیٹ کروائیں۔

Nếu quý khách muốn tờ Thông tin thời sự này in bằng Việt ngữ, xin hãy gọi
đến điện thoại 0115 916 6066, chúng tôi sẽ sắp xếp phiên dịch cho quý khách.

Head Office

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www.tuntum.co.uk

