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Tuntum Awarded Investors In People Silver Standard

Investors in People (IIP) is an internationally recognised management standard adopted in 25 countries. Gaining accreditation is not just a sign of a good employer but of a business that is positive about investing in its workforce.

In 2012 we gained our first accreditation, achieving the Bronze Standard. At the re-inspection this January 2016 we went one better and gained the Silver Standard.

The assessment took place on 18th and 19th January and around 24 staff members were interviewed from all parts of the organisation.

In particular the Assessor, John Walden, noted improved internal communication; a corporate strategy that was well understood by staff; and that our staff displayed our values in their day-to-day work. Off the record, he also said he thought



Steve White and Delores Price proud to receive Silver Standard IIP award on behalf of Tuntum Housing Association.

Tuntum had a "great atmosphere" and he really enjoyed his meetings with staff.

We should all be proud of this achievement and start looking forward to the next accreditation in September 2018, when we will be going for Gold!

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Help Us to Help You

Our recent key performance indicators have highlighted that over a year period from January 2015 through to December 2015 there were 410 aborted visits to service gas appliances. This figure is for our gas servicing only, although our other contractors have also reported a high number of aborted calls.

What is an aborted call?

This is a visit that has been arranged with you, or where you have reported an emergency repair and the contractor has not been able to make the repair because they have not been let in to the property. This may be because you are not in or have not answered the door.

If you have an impairment or disability which makes answering the door more difficult, for example, mobility or hearing problems, we can make a note and ensure that our contractors are aware and wait a little longer. On average they usually wait around either at the door or in their vehicles for about five minutes.



Rodney Tate and Andy Burchett, plumbing and technician support (DLO)

Why is this a problem?

Apart from the recharge you are likely to incur for missing your appointment, the time and cost taken to visit your property is a direct charge to Tuntum and this gives us less money to spend on day-to-day repairs.

It makes sense to try and reduce this wasted time and cost to improve the service to all tenants, just think if each of those 410 visits wastes half an hour this is equivalent to over 28 days. This is time which could have been used to attend to emergency repairs!

We know it is difficult when you are at work, but servicing and essential repairs are necessary to keep your home in good condition and you need to allow access to carry out the work.

We understand sometimes how difficult it is and no-one likes to waste annual leave to let the gas man or woman in! You may try to arrange for one of your



Rents Decrease by



In July 2015, the Chancellor delivered his summer budget within which he announced that social housing rents would decrease by 1% a year for the next four years, starting in 2016/17. This is being implemented from April 2016 and therefore, you will see that your rent has decreased from what you were paying last year and will continue to do so for the next four years.

How is your rent calculated?

Since April 2003, both council and housing association tenants have had their rents set according to the Government's national formula and so this has made it possible for the Chancellor to request those changes.

family members to be present at your house or ask your neighbour and if all else fails, you might end up having to take time off work.

One thing to remember, if you get family members to let contractors in, is that they need to be over 16 years old otherwise our contractors will not enter.

If you have an emergency repair, our contractors do not usually make appointments for these and they will get to you as soon as they can. This means that you will need to stay at the property until they arrive. If you have to pick children up from school, let our customer services know the times that you will be away from the property so that we can advise our contractors when we raise the order. If they get to your property and you are not there, they will move on to the next job and may not be able to come back!

We are keen to maintain good standards of service in the Maintenance Department and regularly review our systems and processes to make sure that they are transparent and fair for all.

We liaise with the tenant scrutiny group 'Magnify' and arrange focus groups to look at specific areas of service that we provide to tenants. If you are interested in improving the Maintenance services then please do get in touch with us by emailing admin@tuntum.co.uk or call our Customer Services Team on 0115 9166066.

Balisier Christmas dinner

On Monday 8th December 2015, tenants and staff from Balisier court and Lyn Gilzean court went to the Stadium Leisure Inn, Nottingham Road, New Basford for their Christmas meal. The tenants chose this venue again as they enjoyed it so much last year! As well as a three course meal, there was entertainment by way of a sing-along with an artist, a raffle and game of Bingo! A good time was had by all!





Employee of the Year,
Julie Martin, Head of Asset
Management and Development

Staff Awards



Team of the Year, Finance (l to r) Tracy Morton,
Dawn Morley, Jane Cox and Rafik Ghumra

December 2015 saw the return of Tuntum's Annual Staff Awards – a chance to celebrate the achievements of staff and their commitment to Tuntum's vision. Staff are asked to nominate colleagues but can't vote for anyone in their own team and then a panel of Board members select the winners, and the winners were:

- **Employee of the Year – Julie Martin, Head of Asset Management and Development**
- **Team of the Year – Finance team – Rafik Ghumra, Jane Cox, Dawn Morley, Visakha Kaggodaarachchi and Tracey Morton**
- **Homecare Plus Employee of the Year – Deloris Ellis**

Well done to all our worthy winners!

Homecare Plus Rewarding Excellence – Congratulations to Deloris Ellis

Tray Hall, Business Manager of Homecare Plus presented Deloris Ellis, a community based worker with her Employee of the Year Award and gift vouchers along with some of the Homecare Plus team.

Deloris who has been working for Homecare Plus for the last 18 months was nominated by her peers for 'the commitment she has to deliver care and support to HCP's service users. She is meticulous in her service delivery approach and has used her wealth of experience to identify the needs of the service users and ensure that this is communicated appropriately to the Case Manager for action'.

She always ensures she follows up on any concern/issue that she has highlighted. This demonstrates her person-centred approach. She has gone beyond her duties and liaised with third party agencies such as GP's, Occupational Therapists, Speech and Language Therapists etc to ensure that the needs of the service user have been met in full.

On reading the nomination Tray Hall said, "It is the service delivery that puts the Plus into Homecare Plus".

Tray said, "It is a shame that Deloris and so many other of the staff from Homecare Plus couldn't attend the Award Ceremony but we were working out in the community delivering essential care and support until 10pm. We work from 7am-10pm 7 days a week, 52 weeks of the year which means that sadly we can't



Photo l to r Dean Foster – HCP Assessor and Trainer, Tray Hall – Business Manager, Deloris Ellis – Community Worker, Andrea Reid – Team Leader and Samantha Watterson – Senior Home Care Worker

always attend events but the care and support we deliver and the positive impact that it makes on the lives of some of the most vulnerable, more than makes up for this."

Deloris was genuinely surprised by the nomination she said;

"A big thank you to all the staff at Homecare Plus. I couldn't do this by myself without each and every one of you. I am so grateful – this is a dream come true."

Waste Pipes and Drains

The Tuntum maintenance team (otherwise known as the DLO – Direct Labour Organisation) attend many calls for blocked sinks, toilets, drains and gullies. People often think that there is something wrong with the pipes or drains when sinks or toilets block up, but in our experience the majority of these are preventable and are caused by people putting the wrong things down sinks and drains. Many of our customers think that it is Tuntum's responsibility to clear blockages but in fact it is the tenants' responsibility.

The sort of things that we have found include, kitchen fat and grease, food waste, baby wipes, nappies and other sanitary items. Often these combine with fats, soaps and other material to block waste pipes and drains entirely. We have on occasion found toys and other items pushed down the waste pipes!

What can you do to help?

All of us have a responsibility to minimise the amount of fat, oil and grease we deposit into the drains. Below are some safe ways of disposing of unwanted cooking fats.

- Leave fatty pans to cool down. When the fat is cooled or solidified, wipe with kitchen roll and deposit the towel in the bin.
- Pour large amounts of left over cooking grease into a pot or jar with a lid, or get one of the free fat traps that customers can request from Severn Trent Water on their website at stwater.co.uk/fattrap
- Wise washing up – If cutlery or plates are especially greasy, wipe them with kitchen towel before washing them up or depositing in the dishwasher.

- Don't put wipes, cotton wool or other items down the toilet, even those that say they can be flushed away! They don't break down and easily cause blockages.

We are happy to provide phone advice about how to unblock sinks and toilets and do please remember to take safety precautions when dealing with foul and waste water.

If you cannot deal with the blockage, we can help but there will be a charge for this service.



How to change a 2D bathroom light bulb

Due to regulation many bathroom lights have been upgraded with enclosed fittings which require 2D bulbs. These bulbs are long lasting and cheaper to run than standard bulbs. However, with the bulbs being enclosed, changing them can often seem like a daunting task! So to make it easier, we have instructions on how to do this and links to websites where they can be purchased.



This information can also be requested from our customer services team on: **0115 9166066**

www.diy.com/departments/lighting/light-bulbs/tube-lighting/DIY780190.cat

www.wickes.co.uk/Products/Electrical+Lighting/Light-Bulbs/Compact-Flourescent-Bulbs/c/1000171

You Said We Did

Magnify, our resident scrutiny panel, have been hard at work. From their first review report "Review into why the return rate of repairs satisfaction forms is so low," which the Board reviewed in December, they made a set of 5 recommendations in total.

So far we have implemented one of them and others are work in progress.



Magnify said:

"Not to send out any acknowledgement forms when we receive correspondence. This is as a part of value for money exercise".

We did:

"We no longer send out acknowledgement forms which saves both time and money".

If you are interested in becoming a member of Magnify then please contact **Jassmin** your Tenant Engagement Officer on **0115 912 1290**.

WANT A CAREER IN CARE?

Homecare Plus has been delivering care and support in the local community in Nottingham for over 21 years. As part of Tuntum Housing Association, we are looking to grow our community based worker team to continue the work we are doing in the community.

If you are interested in a guaranteed interview and a career in Health and Social Care with training and personal development opportunities, please contact **Chantelle** on **0115 9113370** for an application form and to book a place.

Spaces are limited.

homecare 

OPEN
DAY WITH
INTERVIEWS AT
HOMECARE PLUS

Tuesday 12th
April 2016

3 DAY
TRAINING
COURSE
Late April
2016

Baby Bloom!

A huge congratulations goes out to tenant Sara, of the Old Vicarage scheme, who gave birth to a beautiful baby boy on the 8th February 2016 at the Old Vicarage.

The baby was safely delivered with the amazing and brave support from Wendy Shah, Accommodation Officer at the Old Vicarage and Imaani.

We wish both mother and baby well. We will have some photos of the new arrival and a few words from Sara and Wendy in the next issue of *engage*.



NATIONAL
HOUSING
FEDERATION

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10 reasons to choose My Home Contents Insurance Scheme

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TENANT RISKS

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916 6066 وسنعمل على تأمين ترجمة لك.

আপনি যদি এই নিউজলেটার বা সংবাদ বিজ্ঞপ্তিটি বাংলায় পেতে চান, তাহলে দয়া করে 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 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 916 6066 pour qu'une
traduction soit produite pour vous.

अगर आप न्यूजलेटर हमने गुजराती भाषामा लेखनी छीय तो ९१५ ९१६ ६०६६ नंबर
पर संपर्क करीये. अमे हमारा माटे आनो अनुवाद करवाती व्यवस्था करीयुं.

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

هه گهر جهزت کرد ته نامه هه واله به زماني كوردی سۆرائی ده ست كه ویت، ته وه تكایه په یوه ندیمان پیوه بکه له ژماره
تله فونی 9166066 و ټیمه کوپییه کی وه رگنډپرو بۆ زمانه کهت بۆ ساز ده کهین.

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

ਜੇਕਰ ਤੁਹਾਨੂੰ ਇਸ ਨਿਊਜਲੈਟਰ ਦੀ ਪੰਜਾਬੀ ਬੋਲੀ ਵਿਚ ਜ਼ਰੂਰਤ 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. 9166066 a my
zorganizujemy przetłumaczenie.

Haddii aad u baahan tahay joornaalkan oo af Soomaali, ah fadlan soo wac
telefoonkan 9166066 waynu kuugu turjumi karnaa afkaaga.

Bu bildirinin Türkcesini istiyorsanız, lütfen 9166066 'u arayınız, biz de Türkce
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