

engage



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PLEDGE TO MIGRANT PEOPLE



Babita Sharma, BBC World News presenter, Richard Renwick, and David Orr, CEO of the National Housing Federation

In June, CEO Richard Renwick attended the Migrants' Access to Housing Conference in London. As part of this, he signed Tuntum up to the Housing Associations' Pledge To Migrant People, which is backed by the National Housing Federation and BME National.

Signing up to the pledge means that we agree to

- Provide a safe and welcoming environment to migrants seeking someone they can trust;

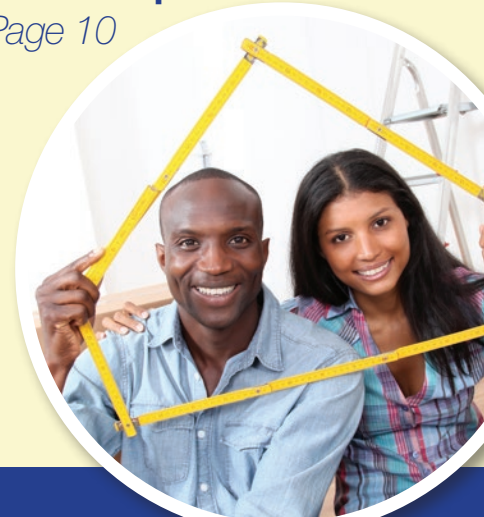
- Train staff and Board members so that they are able to be informed advocates for vulnerable migrants;
- Engage with staff, communities and partners to increase understanding of the issues facing migrants and to break down prejudice.

"I'm proud of Tuntum's track record of assisting refugees and migrants," Richard said. "Many of our Board and staff members are migrants or descendents of migrants, as well as large number of our tenants. We do valuable work resettling refugees, and this pledge shows our commitment to creating successful, vibrant and integrated communities."

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**New website
launching
soon!**
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STAFF NEWS

We said goodbye to Julie Martin, Head of Asset Management and Development, in April, after 5 years of service. All of us here at Tuntum would like to thank her for all her hard work and dedication over the last few years and to wish her all the best for the future.



Barrington Billings



We have appointed Barrington Billings as our Interim Head of Asset Management and Development. Barrington has a wealth of experience in the social housing sector, and his roles have included Midlands Regional Director at Places for People Group. He has also run his own successful property services and asset management business.

"I've known Tuntum since it started in 1988," he said. "I'm pleased that I'm now in a position to make a positive contribution to the organisation and I will do everything I can to ensure that Tuntum's residents receive the kind of service we all aspire to receive."

Shabir Karatella



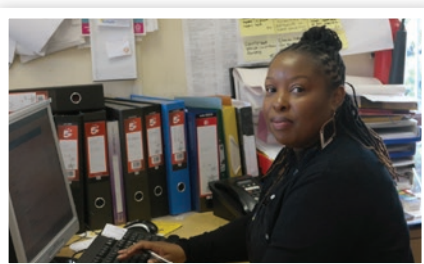
Shabir has volunteered for Tuntum in the past, and has now been employed as a temporary Health & Safety Officer. He has a background in legal work, particularly Health & Safety and Employment law. He will be reviewing Tuntum's policies and procedures, looking at areas such as first aid and fire safety.

Growing our talent

At Tuntum, we aim to provide our staff with real career development and opportunities to progress. We've had two internal promotions recently – congratulations to Cherelle and Chantelle for climbing the ladder!



Cherelle Dyce worked in Customer Services for 10 years, and has now moved to join the Asset Management Team as Maintenance Technical Administrator. She will be providing administrative support to the maintenance team, and be responsible for setting up robust procedures and processes to make sure our properties are well managed.



Chantelle Miller has been a Housing Officer with Tuntum for 7 years, and has now been promoted to Senior Housing Officer. This will involve supervising our Housing Officers and having oversight of our Housing Management service delivery to ensure that tenants and leaseholders receive a sensitive and quality service.

"I'm really proud to have received this promotion," she said. "It's a step up in responsibility and I'm excited to take on new challenges!"

BOARD NEWS:

Michael Khouri-Bent



Michael Khouri-Bent is retiring from the Board of Tuntum after 9 years of outstanding service. During his time, Michael has served as Vice Chair of the Board, Chair of the Tenant Services Committee, and Chair of the Governance and Remuneration Committee.

Michael joined the Board of Tuntum at a time of change and made great contributions towards the progress made in the Associations' governance. He is involved in a number of other important civic organisations in the city and will no doubt continue to give them the benefit of his wisdom and experience. We are very grateful for the years given to Tuntum by Michael and wish him all the best for the future.

Bulwell Time Capsule



To celebrate the building of 17 brand-new bungalows in Bulwell, Nottingham, we teamed up with local councillor Jackie Morris and Crabtree Farm Primary School to bury a time capsule.

The capsule was filled with fantastic content including drawings, photos and post cards from the school's students and from Councillor Morris, who is the former Sherriff of Nottingham. The capsule will be opened in 2067.

The new homes are being built by Starfish Group on behalf of Tuntum, and the development was secured through the Blue Skies Consortium, with funding from the Homes and Communities Agency. They will stand on the site of the former Lord Nelson pub, and provide some much-needed affordable accommodation in this once neglected area of Bulwell.

"I am genuinely thrilled that you've done this project, it's absolutely perfect for this area," said Cllr Morris, who was born and raised in Bulwell. "We're desperate for bungalows here and, as a Councillor, I'm so pleased to be involved in this event to celebrate it."



Tuntum CEO Richard Renwick said, *"Tuntum is really pleased to be able to deliver these good-quality homes for the community in Bulwell. This development is an example of an excellent partnership between the Homes and Communities Agency, Nottingham Community Housing Association, Starfish Group and Tuntum."*

Richard Vickery, Head of Development Delivery and Programme at NCHA, represented the Blue Skies Consortium at the event. *"It's been such a pleasure to see the children here today,"* he said.

"Hopefully in the months and years to come they can see people living happily in these new homes and know that they had an involvement in the build. It's a fantastic way to engage the local community."

Can you help celebrate the Colour of Love?

Coleen Francis is a Tuntum tenant who was inspired by the story of love between her Jamaican father and English mother.

"They met, married and had children at a time when it took courage and determination simply to be together. I had this idea that there must be other stories like this, of trailblazers in Nottingham and Nottinghamshire – I had to find out more!"

Coleen secured funding from the Heritage Lottery Fund to run a project documenting and celebrating stories of mixed-race relationships in Nottinghamshire in the 1940s-1970s.

The Colour of Love Project will be producing a film to be shown at a special event – and they need your

help! They're looking for real-life stories of mixed-race relationships: if you have a story to tell, get in touch and help uncover this untold chapter of Nottingham's history.

As part of the project, they will be showing related films, holding discussions, and organising a trip to the National Black Archives in London. The project will be archived with Nottinghamshire Archives, the National Black Archives, and Nottingham Black Archives.

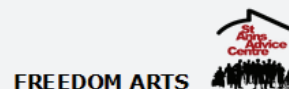
For more information, contact
Jacqueline@colproject.co.uk (07804 493182) or
rastarella@colproject.co.uk (07935 877714).



Funding raised by
The National Lottery
and awarded by the Heritage Lottery Fund



www.facebook.com/thecolourofloveproject
www.twitter.com/colourofloveuk



New website **launching soon!**

We're putting the finishing touches to our new website.

It's clearer, more accessible, and has lots of useful information for tenants. You can report repairs, contact us, download forms and policies and find information on your home, your neighbourhood and the services we offer.

Head to **www.tuntum.co.uk** and have a look – we want your feedback!



Our tenant scrutiny panel, Magnify, completed a review of our old website, and their recommendations for improvement were taken on board in the design of the new site.



If you'd like to get involved with Magnify and scrutinise Tuntum's services, please get in touch!
Contact Mel on **0115 912 1290** or
email **melaniewilson-davis@tuntum.co.uk**

HEALTH & SAFETY AT HOME

As your landlord, we have a duty to keep you safe from potential risks in your home.

FIRE

We aim to provide a safe environment in which our tenants and all other relevant people are assured that the risk of fire and fire-related injury is minimised as far as possible.

We make sure all our properties are 100% compliant with Fire Safety standards and regulations, including Building Regulations 2010, the Housing Act 2004, and the Regulatory Reform (Fire Safety) Order 2005.

We have a moral and legal duty to ensure that all our staff, tenants and visitors to our properties are adequately protected from all foreseeable fire risks. We carry out annual fire risk assessments; when

IN THIS ISSUE: FIRE SAFETY
Look out for information on
Asbestos, Legionella and Radon
in future issues of Engage.

these risk assessments identify additional preventative or protective measures that we can take, we create an action plan to implement these.

We are always proactive in our approach to health and safety, and so we have not had to take any special measures following the tragic outcome of the Grenfell fire in London. We can reassure all residents that we have no cladding on any of our properties that poses any fire risk.

Fire safety is everyone's responsibility

WHAT YOU CAN DO:

- Take care when **cooking** – most fires start in the kitchen
- Never leave unattended **candles** burning
- Make sure **cigarettes** are properly extinguished
- Do not store **flammable materials** in any communal store cupboards or keep bottle gas canisters in your home.
- Make sure **rubbish** is disposed of appropriately.
- Make sure mobility scooters, bicycles or other items are **not left in communal corridors** or somewhere that might hinder your exit in an emergency.
- Know your **emergency escape routes** – and make sure everyone who lives in your home knows how to escape too.
- If you have had **external wall insulation** and you notice any damage to it, please let us know.

Further fire safety advice is available on the Nottinghamshire Fire and Rescue website:
www.notts-fire.gov.uk/your-safety

If you have any questions or concerns, please contact **admin@tuntum.co.uk** or call **0115 916 6066**

Tuntum Attends European Conference

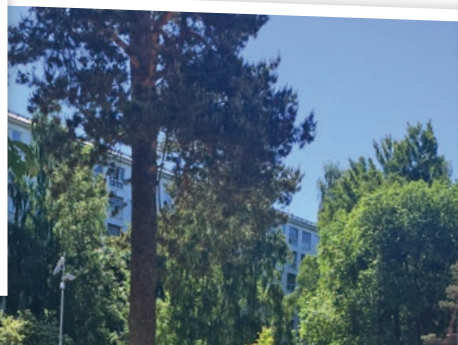
CEO Richard Renwick recently attended a European Housing Network conference in Gothenburg, Sweden, with representatives of 36 public and social housing companies from across Europe. Between them, the organisations house over 1 million tenants!



“What was particularly striking was how similar the issues faced by each organisation were. Deprivation, ageing populations, the integration of migrants and the resulting social tensions – we are all facing the same challenges, but we also all have the same vision and determination to provide good quality homes and make our communities a safe and comfortable place for people to live in. There’s so much we can learn from each other.”

The highlight of the conference was a trip to Hammarkullen, a housing estate with over 2,200 rented flats. The residents of the estate are an incredibly diverse mix – between them they speak over 80 languages!

The big challenge for Bostadsbolaget (the housing provider) is how to get people with such diverse backgrounds to live together in harmony. Some of the residents are children from war-torn areas who lost their parents in the process of fleeing as refugees. To promote and foster social inclusion, Bostadsbolaget is working with different partners on a variety of projects such as a unique style of open-air art, which can be seen in other parts of Gothenburg. There is also a Hammarkullen Carnival every year, which involves residents of all backgrounds – not dissimilar from our very own Nottingham Carnival!



“Tuntum was by far the smallest organisation there, but I was proud to be able to share and promote the important work we do here in Nottingham with Syrian refugees and with partners like the Arimathea Trust. We are all working towards the same goal and it’s inspiring to see the work we do locally echoed across Europe.”



A day in the life... of a Service Manager

Dara Ivekich

- Worked for Tuntum since 2008
- Oversees housing and support for vulnerable families in Mansfield, Newark and Hucknall

7:45 AM

I spend most of my working days out and about, so I tend to log on early in the morning to check my emails and respond to anything that needs my attention.

This week we have to get two houses ready for new refugee families arriving from Syria, so I've been dealing with a second-hand furniture project, white goods suppliers and carpet fitters - we always make sure we use local suppliers.

I have also been liaising with the local authorities, schools, and mental health services. A lot of the time, the children coming over here haven't been going to school - they tend to drop out to find work and help support the family - so the transition back into education can be difficult and we need to make sure the schools have the right tools and support. I have a meeting tomorrow with the community mental health team to discuss referral pathways - it's common for people in this situation to suffer from post traumatic stress and it's important they can access help if they need it.



9:30 AM

Today I'm visiting a family in Ashfield. The husband and wife wanted separate bank accounts but they had no proof of address for the wife as all documentation was addressed to the husband. Now their Child Tax Credits have come through I can help them get their bank accounts sorted.

The first month of supporting a new family is very intensive - I help with signing tenancies, GP registration, getting the kids into school, registering for benefits, getting to the Job Centre.

We aim to settle the family into the area and give them the skills and networks they need to thrive on their own, including identifying their previous occupations and looking at their ability to work. We have partnerships with various voluntary and faith agencies who do really great work with helping to integrate newcomers. One challenge is often finding a place where newcomers can buy Halal meat - sometimes we set up an arrangement with a local shop so the families don't have to travel all the way into Nottingham city centre.





This afternoon I'm going to a conversation class in Newark designed to help refugees develop English skills. We wanted to create an environment where they can make mistakes without feeling embarrassed – building confidence is key to building fluency!

We like to let the participants themselves direct the conversation and talk about what they want to. In the past we've discussed topics like health, education, and what makes us happy. Sometimes we do things like role playing how to book a GP appointment, which is really useful. Today they tell me about a trip to London they've just taken – they all really loved the London Eye.

We have some fantastic volunteers who help with English practice and organising things like fundraising events, trips or group dinners. They're a brilliant resource!



I grab a quick lunch in my car before driving over to Mansfield this afternoon to check on the houses that we're preparing for new families, who are due to arrive soon. I have to hang the curtains, fit the light bulbs, make the beds and make sure they have all the kitchen equipment they'll need. One of the houses was empty for a long time – I have to check that the gardeners have been round to cut down the overgrowth.



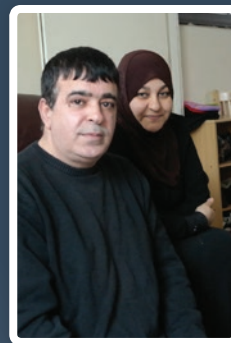
It's tiring work but I enjoy making the houses look nice. These families will have lost almost everything they own and will be coming to a new country where they don't know anyone and don't speak the language. It's a scary time for them so I want to help them feel as comfortable as possible.



I lock up the house and check my emails on my phone before I drive home for the day. I'll be up at 3am next week to collect the families when they arrive at Birmingham airport – **a job like mine never fits into a 9-5 schedule!**

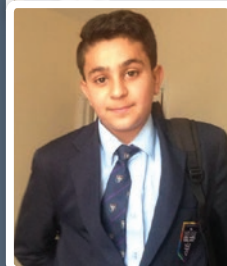
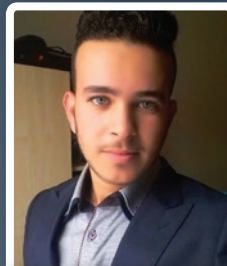
MR CHAHIN'S STORY

Mr Chahin and his family came to England from Syria in December 2015



"I had a house and my own locksmith's shop in Dahar el Aaoua, Syria. They were both bombed, and I lost everything, everything I worked for for 18 years. I took my family to Jordan. I wanted my wife and children to have a future.

I wanted to be safe. We stayed in a refugee camp in Jordan; my oldest son got very depressed, he didn't like life there. He met some other young people who were going to seek asylum in Europe and went with them to Germany. Just after he left, the UN said they had the papers ready for us to come to the UK. My wife is very sad he's not with us, sometimes she cries at night.



"I am now at college, studying English. I like to study, I'm the kind of person who wants to work, wants to be independent. Learning the language also helps me understand the culture. English people keep themselves to themselves but in a way that's good for me. I like it.

"It's difficult in the beginning, you're in a new country, you don't know the language or the people, it's like you're blind. But I'm here, I'm making a big effort to learn the language and the culture. For example I learnt that here, everything is by appointment, and you have to respect your appointments. It makes the time go by so quickly! What I like in this country is people are disciplined. I always dreamed of somewhere with discipline and order. I am like English people – I like everything organised and straight. But it's hard to get used to the weather!



"My other children – two boys and two girls – are very happy here. I don't think they will go back to Syria. I am from a very big family – I have 7 sisters and 6 brothers. 2 of my sisters are in Syria but the rest are all in Jordan or Germany. I have not seen any of them for 6 years.

"I am very happy to have come here. I miss having a car and driving, and sometimes I think of my life back home – my house, my street, my friends – and I get very sad. But I am happy to be in England. I want to study and to work. I am curious, I want to learn lots of things. My dream is for my children to succeed and to have a future."



Ask Debbie...

Got questions about your home, your tenancy, or about Tuntum? Debbie is here to answer!



How can I pay my rent?



There are 9 easy ways to pay:

- 1 By Direct Debit** – If you have a current bank or building society account, we can arrange for your rent to be paid monthly, directly to us, by direct debit. Please call the Customer Service Team on **0115 916 6066** or email admin@tuntum.co.uk for a form.
- 2 By telephone (office hours)** – Simply call us on **0115 916 6066**. You will need your bank debit or credit card.
- 3 By telephone (out of office hours)** – To make a payment outside of our office hours, call Allpay on **0844 557 8321**. You will need your bank debit or credit card.
- 4 Online** – Visit <https://pay.allpay.net/Tuntum>
- 5 By SMS text message** – Register for text payments at www.allpayments.net. Then, just text 'pay', the amount, your unique code and your password to **81025**. You will receive a confirmation text message.
- 6 At your local Post Office** – You will need your Tuntum rent payment card.
- 7 By PayPoint** – You will need your Tuntum rent payment card to pay anywhere you see the PayPoint sign, including newsagents, supermarkets, convenience stores and garages.
- 8 By Post** – You can send a cheque or postal order directly to *Tuntum Housing Association at 90 Beech Avenue, New Basford, Nottingham NG7 7LW*. All cheques or postal orders should clearly identify your rent account number and be made payable to Tuntum Housing Association Limited. It is helpful if you write your name and address on the back of the cheque, particularly if you need a receipt.
- 9 By Housing Benefit** – Many tenants are eligible for help with their rent through Housing Benefit. Please make sure that you are not one of those to miss out. Search 'Benefits calculator' online or talk to our Customer Services team on **0115 916 6066**.

For more information on ways to pay, visit www.tuntum.co.uk/residents/your-rent



How long should I wait for a repair?



We categorise all repairs that are reported to us, and this will determine how quickly we will deal with the issue.

EMERGENCY REPAIRS are repairs which are needed to avoid serious health and safety problems, or to prevent serious structural damage to your home. These will be carried out within **24 hours**.

Emergency repairs include

- Serious fires
- Securing main doors or broken windows
- Leaks leading to severe water penetration/burst pipes
- Complete/partial loss of power or lighting
- Total loss of heating

URGENT REPAIRS are repairs which are not classed as an emergency. We will carry these out within **5 working days**.

Urgent repairs include

- Roof leaks
- Leaks which are containable
- Non-emergency electrical repairs
- General repairs to heating/hot water systems
- General repairs to joinery and plumbing fittings

NON-URGENT REPAIRS are repairs which do not fall into the emergency or urgent category. We will carry these out within **21 working days**.

Non-urgent repairs include

- Minor plumbing repairs
- Repairs to fittings
- Plaster defects
- Replacing rotting windows and doors
- Replacing fencing



How do I deal with an anti-social neighbour?



There is no exact definition of anti-social behaviour, but we describe it as: **"persistent behaviour that causes or is likely to cause harassment, alarm or distress to others."** It can occur in many different ways, and it can seriously affect your quality of life.

We believe people have a right to enjoy life in their own way without affecting or being affected by those around them. If you are experiencing problems with a neighbour, please report it to us either online at www.tuntum.co.uk or by calling **0115 916 6066**.

We can help by offering mediation, giving verbal and written warnings, signposting to support or enforcement agencies, and even taking legal action if required. We will treat your report confidentially, and consult with you at every stage of our investigation.

Got a question for Debbie?

Send them to
AskDebbie@tuntum.co.uk

You might be sound... but are you Sound as a Pound?

Sound as a Pound is a Big Lottery funded programme that helps social housing tenants manage their finances. They offer one-to-one help and advice on things like budgeting, debt management, benefits and income, bills, bank accounts – anything that's needed to improve financial confidence. They also offer training and a peer mentoring scheme, so people who have benefitted can share their advice and help others.

So far, Sound as a Pound has helped **2,555 people**, and **95%** of the people supported in the last year have been able to sustain their tenancies.

Martha Jackson is our Sound as a Pound officer. She visits tenants in their own home to help them with the things they find difficult.



“Mr and Mrs Smith* were referred to me by their Housing Officer. They were caring for their grandson, and had fallen into rent arrears but weren't sure what benefits they were entitled to.”

“I visited them to do a financial confidence checklist, and I realised they had other debts and weren't sure how to deal with them either – they definitely needed some support and advice.

First of all, I had to find out more about their situation. They told me that social services had placed their grandson with them while they support the child's mother. I also found out that the grandson had autism. Mrs Smith had recently reduced her working hours, so her income had been reduced. It was no wonder they were struggling financially!

I told them they were eligible for a disability allowance, a carers allowance, and for partial housing benefit. I helped them apply successfully, and with their increased finances they were able to pay more towards their rent arrears, and to start to pay their rent on time.

For their other debts, I helped them apply for a Severn Trent Trust Fund and for the Big Difference Scheme, which meant that their water rates bill was reduced by 90% and their water debt was written off.”

“Finally, I created a financial statement for them, so they can keep an eye on their income and expenditure habits, and see where they can make changes if they need to. They were really pleased I was able to help them – their finances seem much more manageable now and they're relieved not to be worrying so much!”

sound
as a pound
Nottingham

Shared Ownership

Shared Ownership is part of the government's Help To Buy scheme, which aims to make home ownership more accessible to people who may not otherwise be able to afford it.

How does it work?

In simple terms, shared ownership allows you to buy part of your house, and rent the rest. You do not have to share your home with anybody.

You start off by purchasing an initial share of the property, usually between 25% and 75%. You would pay for this with savings or with a mortgage. The remaining share is paid for by rent to Tuntum, which will be up to 3% of Tuntum's share of the property's value.

For example, you could buy a 40% share of a £150,000 property for £60,000. We would then charge rent on the £90,000 share that we own. The rent would be a maximum of £2,700 over the year, or up to £225 a month.

You can remain a shared owner for as long as you like. Alternatively, at any point, shared owners can buy further shares of at least an extra 10% until full ownership is achieved. This is known as staircasing. The rent you pay will reduce in line with the share you are purchasing.

So, using the example above, you could buy an extra 10% of your property for £15,000. You would now own 50% of the house. You would pay rent on the remaining 50%, which would be £2,250 over the year, or up to £210 a month.

Should you decide to buy the remaining share in your home so that you own it outright, we will automatically transfer the freehold of the property (if it is a house) into your name, once you complete the purchase.

Who is eligible?

You can buy a home through Help To Buy Shared Ownership if your household earns £80,000 a year or less and you can't afford to buy a home on the open market. The scheme normally helps first-time buyers, but home owners who are assessed as having a housing need may qualify as well.

What other costs are there?

In buying a shared ownership property, you will have to pay for

- 1. Reservation fee** – Once your application has been successful, we will require a reservation fee as a sign of your genuine interest. If the sale proceeds, this fee will be offset against the purchase price. If you withdraw from the sale, we reserve the right to retain the fee.
- 2. Deposit** – At exchange of contracts, we will normally require a deposit from you equal to 5% of the purchase price. If you are purchasing with a mortgage, the mortgage lender may require that you have a larger deposit to put down.
- 3. Mortgage Costs** – If you require a mortgage from a bank or building society, you will have to pay their valuation fee, the legal fees relating to the mortgage and any fees for the mortgage product. Your bank or building society should be able to estimate this cost for you.
- 4. Legal Fees** – You are responsible for instructing and paying for your solicitor. The legal fees will cover advice on purchasing the property, local searches, approving the lease on your behalf, having the lease registered with Land Registry and paying stamp duty, if applicable. Before instructing a solicitor, always obtain a detailed estimate of the legal costs.





What about repairs and alterations?

You will be responsible for all repairs and maintenance costs. If you live in a flat, we will be responsible for repairs and maintenance of any communal areas and the structure of the building.

You will need to get our permission before making any alterations or improvements to your home.

What if I want to sell?

You can sell your share of the property at any time. You will need to tell us in writing if you wish to move.

Shared Ownership: STEP BY STEP

- 1** Arrange a visit to one of our developments and find your new home
- 2** Get a mortgage offer in principle
- 3** Complete an application form
- 4** Reserve your home with a reservation fee
- 5** Instruct your solicitor and arrange your mortgage
- 6** A valuation and searches will be carried out
- 7** Exchange contracts
- 8** A completion date will be set for you to collect the keys to your new home



You should not instruct a solicitor, pay a mortgage valuation fee or enter into any other commitment until you have written confirmation that you have been accepted for shared ownership.

Find out more:

www.helptobuy.gov.uk/shared-ownership
www.helptobuymidlands.co.uk



BOOK YOUR VIEWING TODAY!!! SHARED OWNERSHIP ON THESE STUNNING HOMES IN MANSFIELD WOODHOUSE

Are you a first time buyer? Get yourself onto the property ladder with as little as a 25% share. We have a range of 2 and 3 bedroom homes and maisonette apartments all with parking. Plots are already being reserved!

Prices from £52,000 - £75,000*

Countrywide

Register your interest today, they won't hang around for long! **0116 2629646**



*prices shown are based on a 50% share of the full market value Full market value from £105,000 - £150,000 other share prices can be purchased

NOTTINGHAM
CARNIVAL
2017

Carnival is coming!

Sunday 20th August

Victoria Embankment



Featuring...

Carnival parade

Live music stage

Sound systems

World cuisine
food court

Culture zone

Steel band

Family amusements

Licensed bars

...and loads
more!

Adults £2 in advance
or £3 on the door
Children (up to 12yrs) £1
Toddlers free

www.nottinghamcarnival.com



If you would like this newsletter in
another language or any other format,
please contact us.

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