

engage



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Celebrating 30 YEARS



**Tuntum was registered with the
Housing Corporation in December 1988,
which means 2018 marks our 30th birthday!**

Our founders were community activists and professionals from Nottingham's black community, motivated by the desire to correct inequality in housing provision, to demonstrate black community self-help, to create economic opportunities and to help build social capital.

A lot has changed over the last 30 years, but our core purpose, our values and our strategic aims remain the same to this day.

Over the coming months, we will be looking back on past successes and looking forward to another 30 years of serving our local communities. Keep an eye out for ways to get involved and help us celebrate!

If you have a story you'd like to share – maybe you were involved in a Tuntum project in the past, or we've helped you buy your first home, or a particular staff member has made a difference to your life – we'd love to hear it. Email admin@tuntum.co.uk with the subject '30th birthday', or call 0115 916 6066.

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Ask Debbie...

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



What happens if I can't keep my repair appointment?



If we make an appointment with you to carry out any repairs or any planned maintenance work and you have to cancel or rearrange it, you must give us at least four hours' notice, otherwise you will be charged for a missed appointment. You may also be charged if further works are needed due to the delay in repair.



Why do I pay a service charge?



Service charges pay for a range of communal services provided at Tuntum schemes and estates. We are committed to providing attractive and pleasant places to live, and maintaining our estates to a high standard. This means providing high-quality, cost-effective communal services such as lighting, caretaking, cleaning and grounds maintenance. Service charges also cover the cost of providing and servicing fire alarms, emergency lighting and door entry systems. How much you pay depends on which building or estate you live in, and which services we provide for that area.

For more information, please visit www.tuntum.co.uk/im-a-tuntum-resident/your-rent/service-charge.



What do I do if my radiator isn't working?



If all of your radiators are not working and you have no central heating, report it to us on 0115 916 6166 (during office hours) or 0115 915 2222 (out of hours). We will treat this as an emergency repair and aim to be with you within 24 hours.

If one or two radiators have stopped working or are partially cold, this can often be resolved by bleeding the radiator. You can do this yourself without having to wait for an engineer. Radiator bleeding keys can be bought cheaply from any hardware shop, and instructions can be found on our website.

One or two broken radiators does not count as an emergency repair, so if you report it to us you may have to wait up to 5 days for an engineer.

We recommend always having an alternative source of heat available, such as an electric or fan heater, in case your heating fails completely.

If you are reporting a broken radiator to us, please tell us what kind of radiator it is (e.g. hot water radiator or storage heater), how many radiators are not working, and whether there is a leak.

Got a question for Debbie?

Send them to
AskDebbie@tuntum.co.uk



Keep up to date with **Tuntum news and announcements** - follow us on Facebook at facebook.com/TuntumHA

Thanks for your feedback!

Aleem Mohamed and **Christine Maxwell** have both received compliments from residents for helping them report repairs to their property and the quick response in getting the work done. One resident said that Aleem did a lovely job, and that he was a 'very friendly and polite workman'.

We've also had feedback for **Andy Burchett**, saying he was 'very quick and efficient', and compliments for **Eddie Morley** and **Rodney Tate** who have also served satisfied residents.

Well done to Aleem, Christine, Andy, Eddie and Rodney! And thank you to our residents who help us recognise the great work our staff do.

Help us to help you

Our staff will always try their best to resolve any issues you have as quickly and efficiently as possible.

To help them do this, remember the following:

For data protection purposes, we may ask you to **confirm your date of birth**

If you are reporting a repair, please **give us as much detail** about the problem as possible

Please always give us a **way of contacting you**, such as a mobile phone number

Please **be patient** and treat our staff with respect

STAFF NEWS



After working for nine months in an interim capacity, we are delighted to announce that **Barrington Billings** has been appointed our permanent **Head of Asset Management and Investment**. He will be continuing to work on improving our repairs and maintenance service, as well as taking a strategic overview of how we handle our properties, and taking the lead on Health & Safety across the organisation.



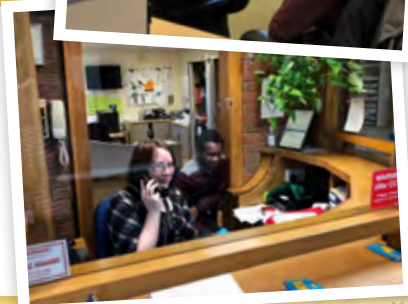
We are pleased to be teaming up with Nottingham Trent University to offer projects to post-graduate Business and Management students. We'll be hosting 2 teams of students in the next few months to work on our HR appraisal system and 'paperless office' projects as part of their degree.

**NOTTINGHAM
TRENT UNIVERSITY**



Greg Adesina has been appointed as our **Head of New Business Development**. Greg has substantial experience developing new projects across the country and has worked for some very large housing associations such as Home Group, East Thames and Bromford Housing Group. He will be playing a key role in helping to enhance the specialist services that we deliver by raising new funds and developing new schemes. Greg is passionate about improving housing and health outcomes for people from the BME community and recent arrivals in areas including refugees.

In February, we hosted **Jordan Grady**, who is an Apprentice at Nottingham City Council. Jordan spent the days shadowing staff in the Housing Management and Customer Service Teams. Jordan said, "I'm grateful for everything I've learned and want to thank everyone at Tuntum for showing me the various tasks that take place within a housing association. I have learnt a lot, from the complexities of collecting rent from tenants, to all the behind-the-scenes processes that take place in a mutual exchange to make sure the properties are at an acceptable standard."



Away day & Long Service Awards

We held our annual staff away day at the end of January. This is a chance for teams to hear about the work being done in other areas of the organisation, and to receive training and updates on issues like changing data protection laws. We also presented long service awards:

5 years Cheral Scott
10 years Anastasia Watts
Chantelle Miller
Eddie Morley
Visakha Kaggodaarachchi

Thank you to these staff members for their continued dedication and hard work for Tuntum.



universally confused?

What is Universal Credit?

Universal Credit – sometimes referred to as UC – is a **means-tested** benefit payment for people of working age who are on low income.

'Means-tested' means the amount you receive depends on factors like how much you earn or how much you have saved. If you have a higher income, you will receive a lower Universal Credit payment.

UC will gradually replace six existing means-tested benefit payments:

- **Income support**
- **Income-based Jobseeker's Allowance**
- **Income-related Employment and Support Allowance**
- **Housing Benefit**
- **Child Tax Credit**
- **Working Tax Credit**

If you currently receive any of the above, you will eventually move to receiving UC instead.

If you are on a low income or are out of work, you may be eligible for UC. You can check if you're eligible for UC at citizensadvice.org.uk – click on the 'Benefits' section, then 'Universal Credit', then 'Check if you're eligible for Universal Credit'.

UC is intended to be simpler than the current system. It is being introduced in stages across the UK. You do not need to do anything until you hear from the Department for Work and Pensions (DWP) about moving to Universal Credit.

How will it work?

UC claims have to be made online. If you need help getting online or using the internet, your local Job Centre or local council can help.

Payments will be made into a bank account each month. If you live with someone as a couple and you are both entitled to claim UC, you will get one monthly joint payment into a single bank account.

Anyone receiving Housing Benefit at the time of making a UC application will continue to receive the benefit for a further 2 weeks.

How much will I get?

Your UC payment is made up of a standard allowance, plus any extra amounts you may be entitled to, for example if

- **You have children**
- **You have a disability or health condition**
- **You need help paying your rent**

Your circumstances are assessed each month, and the amount you're paid may change.

The benefit cap may limit the total amount you receive.

The benefit cap is a limit on the total amount of benefit most people can get. So if you are entitled to UC and additional support, for example for any disabilities, you won't receive more than the limit. The limits (outside of London) are:

£384.62 per week (£20,000 a year) if you're in a couple, whether your children live with you or not

£384.62 per week (£20,000 a year) if you're single and your children live with you

£257.69 per week (£13,400 a year) if you're single and you don't have children, or your children don't live with you.

Standard UC allowance

Your circumstances	Monthly standard allowance
Single and under 25	£251.77
Single and 25 or over	£317.82
In a couple and you're both under 25	£395.20 <i>(for you both)</i>
In a couple and either of you are 25 or over	£498.89 <i>(for you both)</i>

When will it happen?

This table lists the expected dates when claimants will move over to UC.



If you have any questions about Universal Credit or paying your rent, please contact us on **0115 916 6066** or email **admin@tuntum.co.uk**

JUNE 2018

Local Authority	Jobcentre area
Blaby District Council	Leicester Charles St JCP* Leicester New Walk JCP* Leicester Wellington St JCP* <i>(*Also serves Leicester City Council and Oadby & Wigston Borough Council)</i>
Leicester City Council	Leicester Charles St JCP* Leicester New Walk JCP* Leicester Wellington St JCP* <i>(*Also serves Blaby District Council and Oadby & Wigston Borough Council)</i>

JULY 2018

Local Authority	Jobcentre area
Charnwood Borough Council	Loughborough JCP
Derby City Council	Derby City JCP

SEPTEMBER 2018

Local Authority	Jobcentre area
Mansfield District Council	Mansfield JCP

OCTOBER 2018

Local Authority	Jobcentre area
Nottingham City Council	Bulwell JCP Nottingham Loxley House JCP Nottingham Central JCP* <i>(*Also serves Rushcliffe Borough Council)</i>
Rushcliffe Borough Council	Nottingham Central JCP* <i>(*Also serves Nottingham City Council)</i>

NOVEMBER 2018

Local Authority	Jobcentre area
Ashfield District Council	Ashfield JCP
Broxtowe Borough Council	Beeston JCP
Gedling Borough Council	Arnold JCP

Delivering Social Value

All staff at Tuntum have to spend one day per year volunteering as part of our commitment to delivering added 'social value' beyond our core housing activities. This year, the theme for our Staff Social Value Day has been 'Refugees, Homelessness and Asylum Seekers.'

Our staff have been out and about helping various local good causes alongside their day job.

Our **Asset Management team** volunteered at Hope Nottingham, a Christian charity who works with local churches and community groups to serve those in need, including supporting foodbanks across Nottingham, helping people out of crisis, and directing them to life-changing support. The team helped with sorting, dating and storing food donations.

Our **Finance team** spent the day with St Anns and Sneinton Foodbank. They ran a donation drive and helped to prepare food parcels for families over Christmas.



Our **Housing Management team** and **Specialist Housing team** spent several days with Sharewear, a charity that provides clothes and bedding to refugees and the homeless, providing local people with desperately-needed support and saving space in landfills. Staff helped with stock taking, sizing, sorting and quality checking, arranging the premises to be compliant with health & safety and fire regulations, and setting up for a fundraising event.

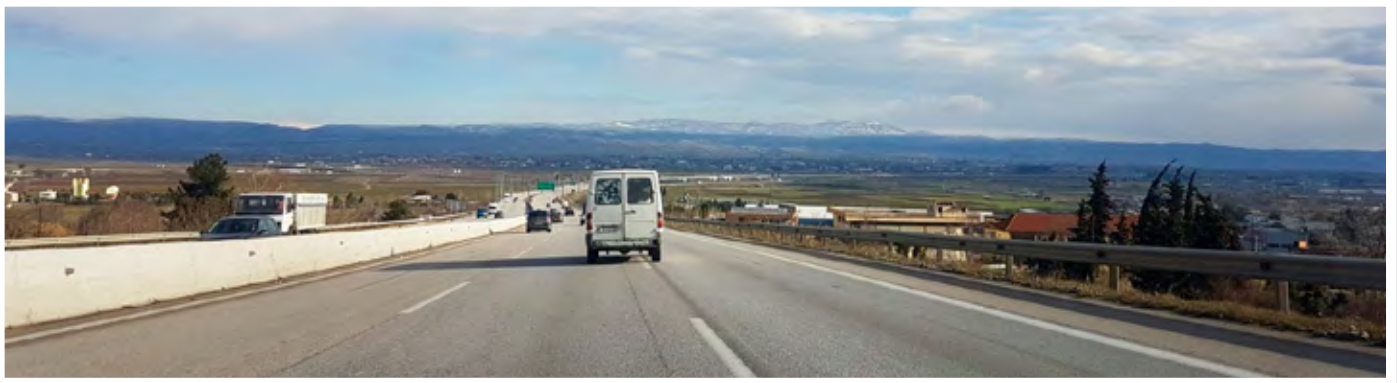


Director of Resources and Risk and Finance Manager unloading donations.



Staff also pitched in for a day unexpectedly to help load lorries with relief boxes for Dominica, which is still suffering from the effects of Hurricane Maria.





CEO Richard Renwick went further afield for his social value day...

K is a woman from a war-torn zone in Northern Iraq, who fled a very violent home situation and sought asylum in Nottingham. Her two daughters, L and M (12 and 13 years old) have been separated from her for a number of years. Fortunately, they were rescued from potential kidnap by human traffickers and are currently being looked after in an orphanage in Alexandroupoulos, a small city on the North-East coast of Greece.

As Tuntum works with refugees in the East Midlands, I was invited to join a party visiting refugee projects in Thessaloniki, and K asked if we would deliver some presents to her daughters. I agreed – not knowing that Alexandroupoulos is over 320km from Thessaloniki! The drive took us around 4 hours, but it was picturesque.

My visit to the orphanage was one of the most moving experiences in recent years. Children from 3 years old to 17, from some of the most dangerous conflict zones in the world – Syria, Iraq, Afghanistan – being looked after by volunteer teachers, counsellors, artists, musicians and other caring people from Alexandroupoulos. Staff try to connect the children with family members in Europe – sadly, this is not always possible.



Children painted their vision of a safe place

By coincidence, it was K's birthday the day I met L and M – we managed to use my iPhone to contact K and she was able to sing a folk song in Kurdish for her daughters. Although K has not seen her children for many years, they do communicate occasionally via Skype.

L and M speaking with their mum K



The girls bought presents for their mum using their pocket money, which I then delivered to K back in Nottingham.

Shopping in Alexandroupoulos



My social value day was a very personal one, but I'm glad I was able to be the link between these two lovely children and their mother. Hopefully, in the near future K will once again be reunited with her daughters in safety.

What lovely presents too mum from L and M



Children receiving trauma counselling

Maintenance responsibilities

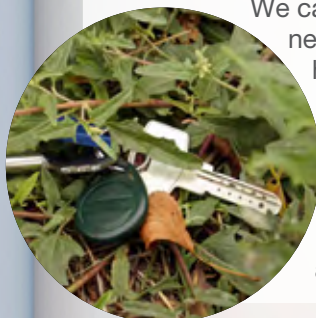
Mine or yours?

Some things in your home are our responsibility to take care of, and to fix when there are problems or breakages. Some things you will have to take care of yourself.

Keys

It is your responsibility to replace any lost or stolen keys.

It is your responsibility to regain entry to your home if you are locked out.



We can arrange to have your locks changed and new keys issued: this will cost you £35. If you have reported the theft to the police and have a crime number, you will not be charged.

If you have lost a key or fob to a main entrance door, please contact us to purchase a replacement. We need two forms of identification before we can issue any replacements.

Cooker

Unless owned by Tuntum, it is your responsibility to maintain and repair your cooker.

If you are disposing of or renewing your cooker, it is your responsibility to disconnect your old cooker and have the new one connected properly. This work must be carried out safely by a qualified electrician or Gas Safe fitter.

Our contractors do a general gas safety check during their service visits and will isolate any dangerous appliance, including your cooker if it is found to be unsafe. If our contractors isolate your cooker, it is your responsibility to repair and reconnect the appliance.



Light fittings

It is your responsibility to change pull cords, light bulbs fluorescent starters and tubes, unless they are within communal areas.



A white toilet seat is shown against a blue circular background.

Toilet seats

It is your responsibility to change toilet seats.

A close-up of a sink drain filled with debris and water.

Blocked sinks

It is your responsibility to clear blocked sinks.

Insurance

We insure the building; you are responsible for insuring your contents and possessions against theft, fire, vandalism and water damage. We recommend you include insurance to cover lost or stolen keys.

What you are responsible for maintaining and fixing:

- Internal decoration and cleaning
- Sheds
- Battery-operated smoke detectors and carbon monoxide detectors – *We will test these annually for you as part of your gas servicing*
- Flooring, carpets and laminate
- Loose screws on doors, gates or window furniture
- Plugs and chains, replacement toilet seats
- Door handles, cupboard catches and hinges (including kitchen unit doors)
- Internal doors
- Shower curtain & rail
- TV aerials, TV & phone sockets
- Door numbers, letter plates and flaps, doorbells
- Blocked gullies, baths, basins, sinks, toilets, showers
- Glazing
- Window frames and furniture

If something has been lost or damaged as a result of crime and you have a crime number from the police, you won't be charged for it to be fixed.

What we will maintain and fix:

- Communal areas including doors, door entry systems, flooring and car parks
- External painting and decorating
- Driveways and paving
- Fencing, gates & external boundary walls
- Garages and outbuildings
- Kitchen units, worktops, sinks and base units
- Wash hand basin, baths, bidets, taps, tiles, sealant
- Toilet, cistern, handles or flush buttons
- Door locks
- Blocked drains
- Drain covers, inspection chambers, gully grids and surrounds
- Electric fires, storage heaters, electric fitted heaters and extractor fans
- Electrical wiring, light fittings, sockets, switches and fuse boards
- Heating and hot water systems, boilers, gas fires, cylinders, radiators, valves, controls and pipe work
- Brickwork, external rendering, damp-proofing, plastering
- Ceilings
- Floorboards, stairs, banister rails, balustrades, skirting boards, door frames
- Roofing, chimney stacks and pots, guttering and downpipes, soffit and fascias

If anything has been damaged accidentally or deliberately by you, your dependents or your visitors, you may be charged for the cost of fixing it.

For advice on maintaining your home, and help with diagnosing any problems you might have, please refer to our **Tenant Repair Handbook**. You can download a copy from our website, or call us on **0115 916 6066** and we'll post a copy to you.



A day in the life... of the Chief Executive Officer

Richard Renwick, MBE

I've been the Chief Executive of Tuntum since December 1994 – since then we've grown from having just 60 homes and 3 members of staff to over 1300 homes across the region and 65 staff, making us one of the main social landlords in Nottingham.

As Chief Executive, I often represent Tuntum at events and among other providers in the city



It's been an exciting and challenging 23 years, with lots of changes from central government in legislation, regulation and funding. Over the years we've continued to provide homes and make real differences to peoples' lives in a number of different ways.

Theoretically, as Chief Executive I have more control over my diary than my colleagues. However, my level of responsibility means that I often end up putting in long days to make sure we're achieving our targets.

There isn't really a 'typical' day for me. My job is to lead our Senior Management Team so that we can continue to grow and provide an excellent service for our tenants. We are guided by our Business Plan and Operational Targets, which are set by the Board and monitored at Board meetings, which happen every two months.



I like to take time for myself in the morning to go for a walk and clear my head, so I tend to start and finish my working day slightly later. First on the agenda today is a Senior Management Team meeting. Our senior managers meet every 3 weeks to review the progress we are making against business plan targets and to discuss any significant issues that affect the organisation.





This afternoon I have a meeting at the City Council to discuss this year's **Nottingham Carnival**, an event Tuntum has led since 1999. This year the Carnival will be taking place at the Victoria Embankment on Sunday 12th August. It's really important we get the City Council fully on board so that event runs smoothly and safely. There's lots of different elements involved in organising an event this big so there's always lots to discuss.



**This year on
Sunday
12th August**



Lots of work goes into our Business Plans before they're approved by the Board, such as consultation with tenants



Back in the office, I take some time to respond to emails, and to review the budget for the next year, which we'll be discussing at tonight's Board meeting. This Board meeting is a particularly important one as it is the end of the financial year and so the budget and plans for the next year will be agreed.



Tuntum is run by a Board of 12 people – most of them have full-time jobs as well so our Board meetings are always in the evening. They are the highest level of authority for us (and technically my bosses!) and they are responsible for setting the strategic direction of the Association. Tonight there are over 20 reports prepared by myself and other senior staff for them to discuss, including papers which will determine our growth plan and other strategies until 2023, and so this meeting was a long one – we don't finish until 8:45pm!

Part of my job is to monitor progress on the new developments we invest in, to make sure we're building good-quality, affordable homes



We make sure our Board is diverse and highly skilled in a range of areas – this year we held two training days to make sure all members are up-to-date and knowledgeable



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