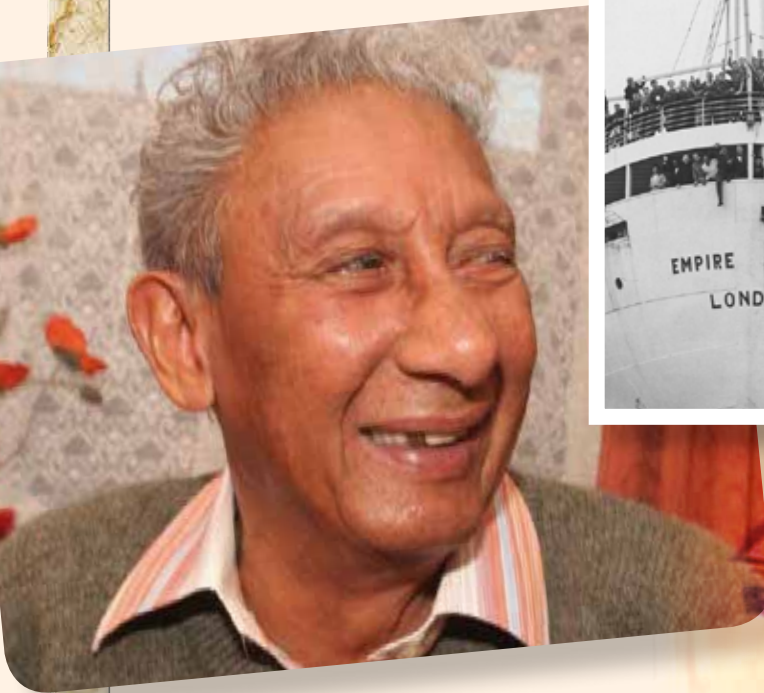


ENGAGE

SUMMER 2019



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Ask Debbie...

Question: What is the quickest method of contacting Tuntum Housing Association?



Answer: Get online!
It's the quickest and easiest way to contact Tuntum Housing Association. No more 9am - 5pm, you can even do it on the bus.

Why wait to speak to us on the phone? Why not visit our website www.tuntum.co.uk at a time that is convenient for you?

By visiting our website, you will find the answers to the most frequently asked questions, you can also access downloadable forms, and report non urgent repairs.

If you do not have internet access and the only method of contact is via the telephone, you may prefer to call at our quieter times between 10am -12noon and 2pm - 4pm Tuesdays, Thursdays and Fridays. If your call is not urgent leave a message and we will return your call within 3 working days as part of our customer service guidelines.



New telephone system

We also made it easier for you to get through the correct department to deal with your call more efficiently. These are your new options:

Option 1 is to discuss your rent account,

make a payment or speak to a member of the Housing team

Option 2 is to report a new repair

Option 3 is to discuss an existing repair

Option 4 is for anything else

We have new email addresses too!

For all your housing queries you can email housing@tuntum.co.uk

To get an update on an existing repair you can email repairs@tuntum.co.uk

If you contact us by email you will receive an acknowledgement email to confirm we have received your correspondence.

You can also contact your engineer directly. Their contact details can be found on your Repair Order Confirmation form sent via the post.

Emergencies

Please remember that the only time you don't use our website or emails is when your repair is an emergency. Then you will need to phone us and we will make contact within 24 hours.

How do you know what's emergency, urgent or non-urgent?

Emergency repairs

These are repairs which are needed to avoid serious health and safety problems or prevent serious structural damage to your home. They 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

These are non-emergency repairs. They 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 where these constitute a health and safety problem.



Non-urgent Repairs

These are repairs which do not fall in to the emergency or urgent category. They include: minor plumbing repairs, repairs to fittings, plaster defects, replacing rotting windows and doors, Replacing fencing.

**Spectacular
costumes!**

nottingham
carnival

**Live
music!**

**Family
friendly!**

**Food
stalls!**

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SUNDAY 18 AUGUST 2019

VICTORIA EMBANKMENT, 12 - 8 PM

FREE parade from 2pm | Site entry £3 U12s £1

www.nottinghamcarnival.com



NottinghamCarnival



Notts_Carnival



Supported using public funding by
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Are you ready for Universal Credit? Now is the time to talk to us



The way that state benefits are paid has changed. Some of our tenants have already been moved over to the new benefit which is called Universal Credit. Whilst for the majority, the change is yet to come.

Universal Credit will replace the following benefits:

- Child Tax Credit
- Housing Benefit
- Income Support
- Income-based Jobseeker's Allowance (JSA)
- Income-related Employment and Support Allowance (ESA)
- Working Tax Credit

The government are committed to rolling out this new benefit to all claimants below state pension age by 2022.



The UC team L-R: Martha Jackson, Tenancy Sustainment Assistant, Sahida Kanom, Occupancy Management Officer and Sarita-Marie Rehman-Wall, Tenancy Engagement Officer

Welcome to our New Staff

A new member of staff has been recruited since the last issue of engage and we would like you to meet her:



Jade Knight
Customer Support Administrator
- Technical, Customer Services

We will be out on your estate to offer advice and support to existing claimants and to help new claimants plan ahead for this inevitable change on the following dates:

1st August 2019

Conway Close and Cardigan Close, St Ann's, Nottingham NG3 4FN: between 10am and 12noon

Gresley Drive, Sneinton, Nottingham NG2 3GF: between 1pm and 3pm

2nd August 2019

The Moorgreen Estate: Clipstone Close, Silverhill Close, Selassie Court and Pharoah Court Strelley Nottingham NG8 6QL
Between 10am and 12noon

Whether you are claiming now or are likely to be moved over to Universal Credit in the future please come out to talk to us as we are here to help.

No Appointment Necessary

Light refreshments will be available.

Beware of the Universal Credit Scam – Don't be conned

It has recently been reported in the news that scammers are offering people interest-free loans or quick cash, in return for a fee.

Sometimes they refer to it as a 'government loan'. Some have been going door-to-door, pretending they are Department for Work and Pensions (DWP) staff or from the CAB calling to help with claims for Universal Credit.

Having all your details, they set up a Universal Credit claim in your name and get you to apply for an advance loan, but take a share of this – often hundreds of pounds.

Please note:

No official will approach you in the street and they will never ask for your personal details. Never hand over money, or your personal details and never agree to anything on the spot. Please always check with the DWP or the Citizens Advice Bureau before signing or agreeing to anything.

If someone tries to scam you, call the police. They may target people in your neighbourhood!

If you're experiencing trouble applying for your Universal Credit

- You need to contact Job Centre Plus
- Contact the Tuntum Tenancy Sustainment Assistant on 0115 844 0983 or email: housing@tuntum.co.uk to request an appointment

If you are worried about waiting for your first payment!

Apply for an advance

Claimants are able to get some cash within five days rather than waiting weeks for their first payment.

Budgeting Advance

You may be able to get help from the government to help with emergency household costs of up to £348 if you're single, £464 if you're part of a couple or £812 if you have children. These are only in cases like your cooker breaking down or for help getting a job.

Note: it's a loan which means the repayments will be automatically deducted from your future Universal Credit pay out.

Worried about rent arrears?

Here are your options:

Speak to a member of the Tuntum rent team who would be able to advise you on your payment arrangements or alternatively

Alternative Payment Arrangements - Tuntum staff may be able to apply for an APA which will get your payment sent directly to your landlord (Tuntum). You might also be able to change your payments to get them more frequently, or you can split the payments if you're part of a couple.



Martha Jacksons,
Tenancy Sustainment
Assistant

Easiest ways to pay your rent



DIRECT DEBIT

Direct debit is one of the easiest ways to pay your rent. It's hassle free, no visiting of payment points or having to remember to pay your rent. Call us and we will set it up for you. We offer frequency of weekly, fortnightly, four weekly and monthly payments, on whatever day you choose.

ALL PAY APP

Allpay, our payment collection company, offers a range of easy and safe ways to pay your rent. You can pay online at any time to suit you, using a debit or credit card. You need to register online with your long 19-digit number (payment reference number) on your payment card.

RECURRING CARD PAYMENTS

This is similar to a direct debit. The great thing is that there are no bank charges for failed payment. If you wish to pay by this method please give us a call and we will set this up for you.

**FOR A FULL LIST OF OPTIONS ON HOW TO PAY YOUR RENT VISIT:
WWW.TUNTUM.CO.UK**

It's a busy summer for our friends from Syria



Over the past two years we have been welcoming our friends escaping the war in Syria. Dara Iverkich, describes all the different activities that they have been involved in with the local community in Mansfield and Ashfield.

Tesco project

Dara said: "We have been working with Tesco in Hucknall during the past few months. Initially to extend the work we do with informal conversation classes. We meet every month, and staff from the shop floor and warehouse joined us. The aim is to give the Syrian families an overview of what it's like to work for a major supermarket. They will shadow staff in various areas, and get some coaching from the store's HR officer on presentation and interview skills.

"We are also hoping to organise a charity bag pack later in July to raise money for a local family fun day in August. We will have a food stall here to show case Syrian food."

Celebrating Eid

Both Mansfield and Ashfield families organised their own Eid parties in June. Tuntum provided some refreshments and English games for the children.

Dara said: "They particularly enjoyed pass the parcel. The men



in Mansfield joined in with their own adult version of musical chairs, which was hilarious, and extremely competitive."

World Food Week

Dara continues: "The families in Hucknall joined in World Food Week celebrations and have cooked Syrian and Lebanese dishes with the children of Holgate Academy in Hucknall.

"The dishes included a chicken dish with potatoes, a vegetarian dish with aubergines, and a favourite pudding called The Night of the Lebanon which is made from semolina with cream and finished with crushed pistachios. The staff and pupils were eager to sample the food. One member of staff said it was the best food he'd tasted in a long time."

Learning to make carnival art

Dara concluded: "Finally, several Syrian families from Mansfield have joined in the Nottingham Carnival workshops. They are learning how to make hairdresses, and collars. We are hoping the families will attend Nottingham Carnival on the 18th August at the Victoria Embankment, to see the fruit of their labour.

Garden competition 2019 – Deadline extended



This year, Tuntum was proud to announce its annual Garden Competition to celebrate our residents who take pride in their gardens. We've had some wonderful entries and have decided to extend the deadline for nominations to the 31st July 2019 to give more of our residents a chance to enter. There are some great prizes to be won, so why delay? Get nominating today! You can find the nomination form on our website, or alternatively you can contact Tuntum's Head Office on: 0115 9166066 and request a nomination pack.





A trip down memory lane...

Windrush hero returns to Jamaica for the first time

There has been a lot of coverage recently in the media about the SS Windrush and we have a great story that we would like to share with you.

In 2006, Tuntum discovered that one of their residents, Mr William Chong, was an arrivee on the famous SS Empire Windrush in 1948. Tuntum then arranged for Mr Chong and his son to travel back to Jamaica for the first time since 1948.

During the two week trip Mr Chong met the Prime Minister and Governor General of Jamaica and was followed by BBC East Midlands journalist, Jeremy Ball, who gave regular updates on Mr Chong's trip. Sadly, Mr Chong passed away in 2014.

Going back to his homeland



DOWN THE PIT: Above: Mr Chong in his 20s in Wales where he worked as a miner

By CHRIS BIRKLE

One of Nottingham's first immigrants to be honoured in Jamaica

IT was 58 years ago when William Chong arrived in Britain as one of the first West Indian immigrants.

Now the former Raleigh worker who settled in Nottingham is making a special return journey to his home country of Jamaica.

During his trip, the 76-year-old will meet Prime Minister Portia Simpson Miller and take part in Jamaica's Independence Day celebrations.

"It will be a real honour," said the father-of-two who lives in High Church Street, New Basford.

But he also hopes to trace old friends and relatives he left behind all those years ago.

Mr Chong, of mixed Chinese and West Indian race, was searching for adventure when he arrived alone at Tilbury Docks aboard the *Empire Windrush* after nearly a month at sea.

He said: "I wanted to see how the other half lived. There were a few that came on the *Windrush* and I think there were a few in Nottingham."

"After we landed the first impression we got was all the houses were in rows. I thought how different it was. I had never seen terraced houses before."

Like all migrants at the time, Mr Chong was restricted in his career choice.

"They said I had two choices, either to go in the mines or go in the forces, so I decided to go in the mines," he said.

He was sent to south Wales for a year before returning to London.

There he had a succession of jobs, including being a handyman's handyman and working in a glue factory, before finding work as a miner in Notts.

"You could get another job in four hours back then. Not like now," he said.

Mr Chong worked at Worksop Main Colliery and Welbeck Colliery.

He was also one of Raleigh's first black employees — cycling was his passion in Jamaica.

Mr Chong and his wife Doreen, 78, met in Cranmer Street, St Ann's.

They have two sons, Keith, 45, and Tony, 48.

Tony will be accompanying his father when he leaves Heathrow on July 31 for the ten-hour flight to Jamaica.

On August 3, he will meet the Jamaican Prime Minister and

the next day he will meet the minister of foreign affairs, Anthony Hylton and the governor general, Professor Kenneth Hall.

He will swim with dolphins, appear on national television, and be interviewed by the UK's only black newspaper *The Voice*.

"I am very excited," said Mr Chong.

"It is the trip of a lifetime. I will try and find out who still lives there."

Mr Chong has never been in a plane before. His wife cannot make the trip because she is recovering from open heart surgery.

"I had a triple heart bypass recently and he looked after me," said Mrs Chong, 78.

"I am just grateful he is able to have a little holiday."

Mr Chong's trip was organised by Tuntum, a black and minority ethnic housing association.

Spokesman Caris Henry said: "He is a very liked person. He has represented the interests of all tenants for us. We are pleased to have arranged this for him."



Making a Stand against Domestic Violence



Our homes, our people,
our problem.

We have signed up to the Chartered Institute of Housing (CiH) Make a Stand Pledge and have committed to take action to support people experiencing domestic abuse.

Make a Stand was launched in June 2018 as part of the then-CiH president Alison Inman's presidential appeal to tackle domestic abuse. It centres around a pledge that CiH have developed in partnership with the Domestic Abuse Housing Alliance (DAHA) and the 2018 and 2019 presidential charity Women's Aid.

Millions of people experience domestic abuse every year, with two women being killed by their partner or ex-partner every week. Housing organisations house and employ millions of people across the UK, and that means we house and employ many thousands of people affected by domestic abuse.

CiH believe that the housing sector must do more on this issue. In the words of Alison Inman, these are "our home, our people and this is our problem. The pledge gives housing organisations the opportunity to sign up to make four focused, but easily deliverable, commitments to provide support for people experiencing domestic abuse. This is a way for housing organisations to publicly commit to take action to support victims of domestic abuse. The four commitments are as follows:

- 1. Put in place and embed a policy to support residents who are affected by domestic abuse**
- 2. Make information about national and local domestic abuse support services available on your website and in other appropriate places so that they are easily accessible for residents and staff**
- 3. Put in place a HR policy, or amend an existing policy, to support members of staff who may be experiencing domestic abuse**

- 4. Appoint a champion at a senior level in your organisation to won the activity you are doing to support people experiencing domestic abuse**

By signing the pledge, Tuntum has become part of that collective effort and will have until September 2019 to put these four commitments in place.

More information can be found at cih.org/makeastand

Support Services

The National Domestic Violence Helpline is a free, confidential helpline run by Women's Aid and Refuge for anyone experiencing domestic abuse and it is available 24 hours a day, seven days a week.

0808 2000 247
nationaldomesticviolencehelpline.org.uk

Respect is the UK membership organisation for work with domestic violence perpetrators, male victims of domestic violence and young people's violence in close relationships.

- Helpline for people concerned about their behaviour - 0808 802 4040
- Helpline for men experiencing domestic abuse - 0808 801 0327
- respect.uk.net

Women's Aid provide a range of information and support on domestic abuse, including support for people experiencing domestic abuse and people who are concerned that others may be. The details of their websites and 24/7 helplines are as follows:

England

0808 2000 247
Womensaid.org.uk

Other National Support Services

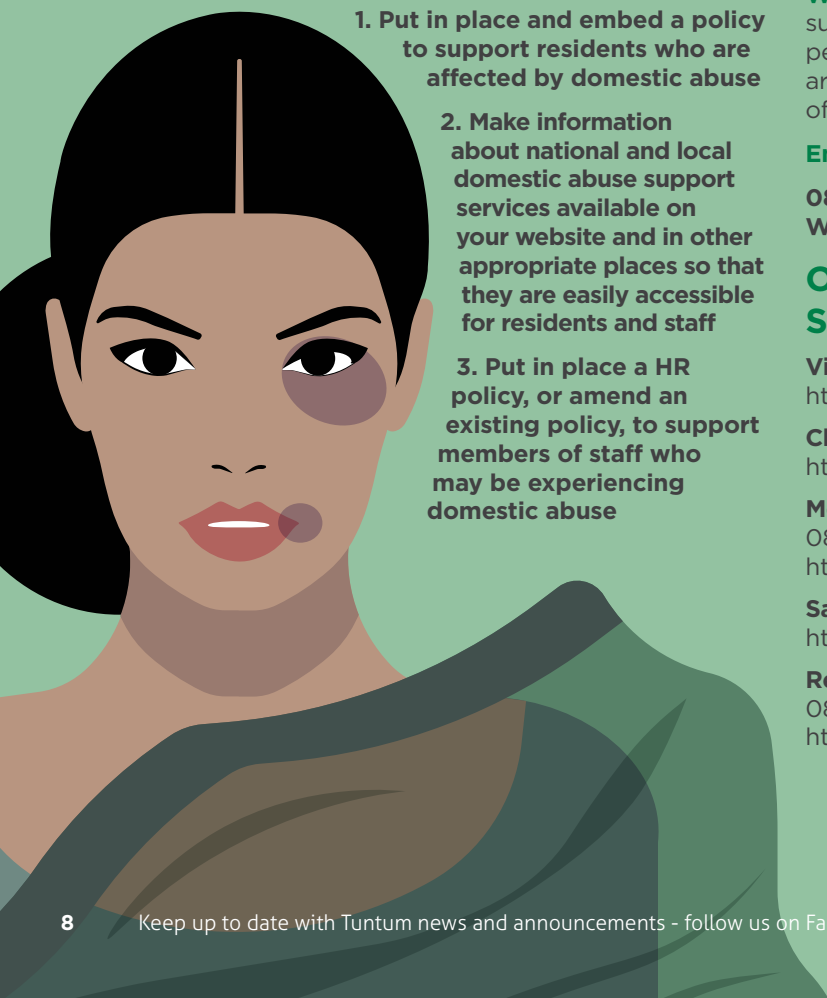
Victim Support: 0808 1689 111
<http://www.victimsupport.org.uk/>

Childline: 0300 999 5428
<http://www.childline.org.uk/>

Men's Advice Line: Freephone 0808 801 0327
<http://www.mensadviceline.org.uk/>

Samaritans: Freephone 116 123
<http://www.samaritans.org/>

Refuge: Freephone Helpline 0808 2000 247
<http://www.refuge.org.uk/>



Iranian & Kurdish women's Rights organisation

(BME organisation on forced marriage, honour-based violence and FGM)
<http://ikwro.org.uk/>

Karma Nirvana: UK Helpline 0800 5999247

Monday-Friday: 9am-5pm

<http://www.karmanirvana.org.uk/>

Deafhope: UK sign language service to help deaf women and children who are victims of domestic abuse

<http://www.signhealth.org.uk/deafhope/>

Mankind Initiative: Support for male victims of domestic violence and abuse 01823 334 244
www.mankind.org.uk

Local Support Services**Living without Abuse**

<http://www.lwa.org.uk/>

0808 802 0028 - Helpline: Mon-Sat, 8am-8pm

Broxtowe Women's Project Ltd

<http://www.broxtowewomensproject.org.uk/>

01773 719111 - Domestic abuse helpline

National LGBT Domestic Violence Helpline

0800 999 5428 - National LGBT Domestic Violence Helpline: Mon, Tues and Fri 10am-5pm, Wed and Thurs 10am-8pm

<http://galop.org.uk/domesticabuse>

NIDAS

0808 800 0340 - 24hr Nottinghamshire Helpline

<http://www.nidas.org.uk/>

Panahghar - Leicester, Leicestershire and Rutland

0800 055 6519 - Helpline and all services:

Mon-Sun 9am-7pm

<http://www.safehouse.org.uk/>

Umuada Refuge

SMaRT 24 Hour Helpline: 0345 650 5599 (male worker may answer): Mon-Fri 9pm-9am, Sat-Sun 4pm-10am

<https://careandsupport.ncha.org.uk/UMUADA>

The Women's Aid Nottingham site has advice on using computers safely and covering your tracks, if necessary. You may want to use a computer in a library or at a friend's house.



It's better to be safe than sorry

At Tuntum we are striving to ensure that we keep all our residents safe in their homes by undertaking regular checks and servicing of various appliances and installations. Our aim is to as your landlord your home meets various safety standards and regulations designed to keep you safe in your home.

The main areas we will be inspecting are:

- **Gas Servicing** - every year
- **Electrical Periodic Testing** - Every 5 years
- **Asbestos** - One off surveys and removal where appropriate as well as an annual reinspection if not removed
- **Fire Safety** - Annual risk assessments with any identified repairs or upgrades necessary
- **Water Hygiene** - Annual Legionella risk assessments for shared water & heating facilities
- **Radon Gas** - Risk assessments for all properties identified as located in a medium or high risk area

This means that periodically Tuntum, or a contractor on our behalf, will need to get access to your home to carry out these checks. We will always contact you first by phone to make an appointment to gain access. If we can't contact you, we will formally write to you and notify you of the date and time of our visit.

As it is very important for your safety that we make this visit, if we are not able to make contact with you despite all reasonable efforts it may be necessary to take legal action to gain entrance and you will be responsible for paying for all the costs in doing so.

Please note it is a breach of your tenancy agreement to refuse any reasonable request for access by Tuntum to undertake any essential checks, servicing, inspections or repairs.

Hopefully it will never get to this and when you receive any such request for access that you do cooperate with us so that we can ensure that the health and safety of you and your family is not put at risk.

Should you have any queries or comments regarding the above information please contact Tuntum on 0115 916 6066 Option 3 to talk to our Customer Service team.

A focus on: Global Sistaz United project

Tuntum is supporting Global Sistaz United with their trip to the seaside later this year.

The charity was formed by refugees and asylum seekers to create a platform where women can find support in sharing skills new or old, support each other with childcare when needs arise, creating new projects to promote awareness of the plight of asylum seekers and refugees in Nottingham.



Victoria Mponda, the project leader, said: “Essentially we are rebuilding our village within Nottingham where we share not just our social lives but help each other to rebuild our professional lives through training, advocacy, signposting and working with different artists, community groups both local and national, the local authorities, service providers and universities.

“Most of our activities are run by our women who are either waiting for their status or refugees who are not at work, the members donate their time to come to activities, support the training provided, cook for different events to raise funds.

We normally receive funding from Family holiday association for the coach but the funding for this year will not cover total cost of the two coaches, so we are extremely happy that Tuntum is helping us.”



More added to your Tuntum website

We have added a couple of new section to our website. As a Registered Social Landlord, we recognise our duty to combat modern slavery and human trafficking. We are committed to improving our practices to combat modern slavery and human trafficking in our corporate activities and supply chains. You can read more about the strategy online on our website.

You can also now have access to the Guide to the independent complaints panel.

Simply visit our website www.tuntum.co.uk to access them.



The Housing Minister is presented with our 30th Anniversary brochure



Sarita-Marie, our Tenancy Engagement Officer, met with the Housing Minister at the House of Commons. The Minister said: “I know Tuntum Housing, it’s one of the few BME Housing Associations left in the UK. It does some excellent work. Congratulations on your 30th Anniversary.”

If you would like to receive a copy of our 30th Anniversary brochure email Tatiana Woolley at tatianawoolley@tuntum.co.uk to request a copy. We will send you one through the post.

Magnify – Get Involved!

Magnify is a scrutiny panel made up of Tuntum residents just like you, who volunteer their time to scrutinise Tuntum's processes and the services we provide, ensuring that you get the best service possible from Tuntum as your Landlord.

The panel met at Tuntum headquarters in June to discuss potential scrutiny projects. There were new faces on the panel and a lot of lively discussions. The panel chose a subject area to scrutinise and will begin the new scrutiny project on the in July. If you are interested in becoming a Magnify Panel member, please contact your Resident Engagement Officer Sarita-Marie on: 01159166085 or email her at: saritamarie@tuntum.co.uk. You will receive shopping vouchers as a reward for getting involved.

Sarita-Marie said: "You do not need any experience of scrutiny to become a Magnify Panel member as all training will be given. All you need is passion and some spare time. The panel is a really friendly



and welcoming group and are really excited about expanding the group further. If anyone wishes to know more I would encourage them to check out our website or call me to arrange to pop into the office for a cup of tea and a chat."

Tenant Academy

We are proud to announce that one of our residents; Sandra Austin from Radford attended the Level 2 Food Safety and Hygiene course and has recently received her certificate having passed the course with flying colours.

Sandra said: "I absolutely love cooking, so when I saw the course advertised in the Tuntum Newsletter I was really excited. I contacted Tuntum's Resident Engagement Officer; Sarita-Marie straight away and



asked if I could be booked onto the course. Sarita-Marie was really helpful and supportive

and sorted it all out for me. The course was great and I met some lovely people passionate about cooking. I was so proud of myself when I passed the course and received my certificate. I'm really grateful to Tuntum and I'm excited to see what other courses are coming up."

Keep a look out on our website and on Engage to find out about the exciting upcoming courses on offer. Watch this space!

Estates Inspections – a chance to have your say!

Please check the dates and times below to see when your Resident Engagement Officer and Tenancy Management Officer are in your area.

Vickers Street, Mapperley Nottingham	10 30am 1st August 2019 - outside of flats
Clayton Court, Radford Nottingham	10 15am 4th September 2019 - outside of flats
High Main Drive, Bestwood Village, Nottingham	10 45am 11th September 2019 outside of number 51
Arthur St & Frederick Street, Mansfield	10 30am 13th September 2019 - outside of flats on Frederick Street
Piccadilly Close, Mansfield Nottingham	10 45am 20th September 2019 - outside of number 22
Meadow Lane & Gresley Drive, Sneinton, Nottingham	10 30am 23rd September 2019 - on corner of Meadow Lane/ Gresley Drive
Plaza Gardens & Roman Drive, Old Basford, Nottingham	10 15am 25th September 2019 - Entrance of Roman Drive
Langham Close/Derby Road/Alma Road, Hinckley, Nottingham	11am 27th September 2019 - outside of flats Langham Close
Walton Street Flats Long Eaton	10 30am 1st October 2019 - Ground floor communal area
Burns Street, Arboretum Nottingham	10 45am 25th October 2019 - outside of flats
Mount heights, New Basford Nottingham	10 30am 6th November 2019 - outside of flats
Kiln Place, Bulwell Nottingham	10 15am 8th November 2019 - Kiln Place car park
Millers Court, Radford, Nottingham	11am 11th November 2019 - outside of flats
Biko Square & Canterbury Avenue, Hyson Green, Nottingham	10 15am 13th November 2019 - outside of Biko Square
Leroy Wallace Avenue Radford, Nottingham	10 45am 15th November 2019 - outside of number 1
Clipstone Avenue, Arboretum Nottingham	11am 21st November 2019 - outside of flats
Cardigan Close & Conway Close, St Anns, Nottingham	10 45am 22nd November 2019 - outside of Bungalows 44-46
Moorgreen Estate, Strelley, Nottingham	10 15am 11th December 2019 - outside of flats Pharoah court
Willow Bank Road Hinckley, Leicestershire	11am 13th December 2019 - Entrance of numbers 21-39

we want to hear **your** voice



Meet
with your
Resident
Engagement officer
Sarita-marie!

Here at Tuntum Housing we pride ourselves on providing the best possible services to all of our residents, because without you Tuntum would not exist.

However, we totally accept that at times we may not quite get it right first time. This is why we need you to come and join us in having your say on the services that matter to you!

Contact your Resident Engagement Officer on:

07849 084727

for a chat about how
YOU can get involved!

“ We all have a voice and together, we can make sure that your voice is heard! ”



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

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 /TuntumHA
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