

ENGAGE

AUTUMN 2019



Nottingham Carnival 2019

21 years of delivering the Nottingham Carnival

Page 6

Neighbour disputes

*Tips on how to manage
this tricky situation*
Page 3

Helping the Homeless

*Tuntum joined up with the
new Housing First scheme*
Page 9

Tenant's Annual Report

How did we perform?
Page 11

Ask Debbie...

Question: I have ordered a new three-piece suite, how do I dispose of the old one?

Answer: If your old sofa is in good condition, you could recycle it by offering it to friends and family. You can advertise it on Facebook, eBay or even contact your local charity store.



Fly tipping and dumping of bulky waste items appear to be on the increase, if you see somebody doing this, please take note of the vehicle registration number and report it to your local community protection team.



Did you know 10 million household items are sent to landfill every year? People in crisis could potentially reuse them. Search online for stores that collect unwanted furniture items, for example, sofas will need to have the kite mark on them.

Nottingham City Council is the only local authority in England that offers a free bulky waste collection service. To request a collection call **0115 9152000**.

For tenants based in other local authority areas contact:

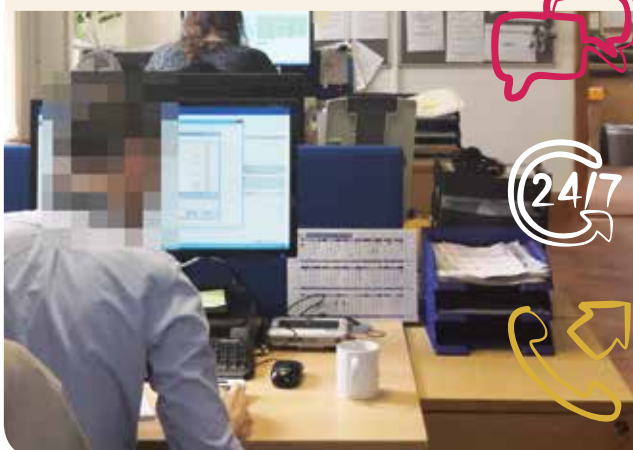
Reuse at reuse-network.org.uk

Click on donations, pop in your postcode and wait. It will verify if they cover your area. They can also be contacted on **0800 085 8339**.

If you are arranging a bulky waste collection, you leave the item in your property until the morning of the collection to protect it from getting wet. If this is not possible, leave a (waterproof) note attached to the item stating the date of collection.

Customer Service What to expect

We are committed to offering you a high-quality service. Our Customer Service Standards describe how you can expect us to deal with your enquiries.



Response times

When you call in at reception we will attend to you at the time of your appointment. If you call without an appointment you will be seen within 15 minutes of your arrival.

When you call on the telephone we will deal with your query immediately. If you ask for a call back on an urgent matter we will do this within 24 hours. If you ask for a call back on a routine matter we will call back within three working days.

When you e-mail or text us we will reply within 24 hours if it is urgent. If it is on a routine matter we will reply within five working days.

When you write to us we will reply in writing within five working days of receipt.

If you telephone a direct line to speak to a specific member of staff and they are not available you will hear a voice mail message informing you if they are momentarily unavailable or away for a longer period. If they will be absent for more than 24 hours, they will give you an alternative number to call.

If you e-mail a specific member of staff who is not available you will be sent an automatic reply giving you similar advice.

Neighbour Nuisance & Anti-social behaviour (ASB)

Ask yourself: Am I being reasonable?

Neighbour disputes can often be distressing and time consuming for all parties involved. Most problems between neighbours can be sorted out privately, before you make a formal complaint.

If you feel safe and comfortable, talk to the person or people involved about how their behaviour is affecting you and what would improve the situation. Sometimes people are unaware that they are creating a problem and would have appreciated the opportunity to rectify their behaviour. Listen to their views and try to reach a compromise.

We thought that it would be useful to share some tips on how you can attempt to discuss and resolve minor neighbour disputes and anti-social behaviour without the need to involve outside agencies:

- Ask yourself if you are being reasonable.
- Don't wait until things get out of hand before you complain.
- Don't go round when you're feeling angry or upset.
- Choose a time that's best for everyone, for example, early evening or during the day at a weekend.
- Plan beforehand what you are going to say.
- Stay calm, polite and pleasant – don't escalate things by being argumentative or threatening.
- Talk face-to-face if possible.
- Be clear about what the problem is, the impact it is having on you and how you think it can be resolved.



- Be prepared to listen to their side of the story and don't interrupt.
- Try to come to an agreement that everyone is happy with.
- If you're not comfortable talking face-to-face, write a letter explaining the problem clearly and sticking to the facts. Avoid language that may offend.
- Don't put yourself at risk. Leave straight away if people are aggressive or threatening. If you feel that you are in immediate danger, call the police on 999.

Mediation

If you are in dispute with your neighbour and both parties feel they are in the right. Mediation is a good option to explore. This brings both parties together with an independent person who will listen to both people in the dispute and help them find a solution to the problem.

Contact us for more information, you can email housing@tuntum.co.uk or ring **0115 916 6066** to find out how mediation could help you.

Policy reviews

We have reviewed some policies and they are now available on our website for you to access when you need.

Allocation Policy

This policy sets out how we will allocate our homes and the eligibility and affordability criteria that apply to all tenants and applicants, including those nominated by local authorities. It explains our priorities and provides assurance to our partners and customers that where we directly allocate homes to tenants and applicants, we will do so fairly and transparently.

Anti-Social Behaviour and Harassment Policy

This policy covers issues of anti-social behaviour (ASB), harassment and hate crime.

We recognise that ASB can have a very disruptive effect on neighbourhoods and communities, and does not just affect those who are directly involved in the

situation. We take ASB seriously and aim to balance enforcement action and intervention with prevention.

We will adopt a supportive approach when dealing with victims, witnesses and alleged perpetrators, and will be flexible in our approach to managing incidents, working in partnership with internal and external partners to tackle it.

Tuntum Housing Association Housing is committed to taking effective action and using the powers available to us, where we consider they can provide effective remedy. However, we recognise that residents and other agencies share this responsibility and it will not always be appropriate for Tuntum Housing Association to lead.

Where ASB is the result, of criminal activity, we will expect residents to report criminal behaviour to the police and we will expect the police and other statutory agencies to take action where they have sufficient evidence to do so.

ASB Check list



ASB



Tenancy Management Matter



Lifestyle Differences

- | | |
|--|--|
| ✓ Mate Crime | ✓ Damage to own property |
| ✓ Violent Crime | ✓ ✓* Prostitution |
| ✓ Threatening Behaviour | ✓ ✓* Drug dealing |
| ✓ Behaviours deliberately causing stress to others | ✓ ✓* Drug use |
| ✓ Intimidation | ✓ Cooking skills |
| ✓ Harassment | ✓ Religious and Cultural practice |
| ✓ Noise nuisance | ✓ ✓* Inconsiderate parking |
| ✓ Noise caused by normal living | ✓ Dangerous driving/ bike riding/mini moto/ skateboarding on our estates |
| ✓ Children playing | ✓ ✓** Fireworks |
| ✓ Hate Crime | ✓ ✓** Bonfires |
| ✓ Domestic Violence | ✓ ✓* Hoarding |
| ✓ Animal Cruelty | ✓ ✓* Unkempt gardens |
| ✓ Fly tipping | ✓ ✓ Nuisance caused by pets |
| ✓ Litter | ✓ Neighbour disagreements |
| ✓ Vandalism/damage to other people's property | ✓ Smoking |
| ✓ DIY activities | ✓ Bins and Recycling |
| ✓ Parties/celebrations/ barbecues | ✓ Lifestyle clashes |

*Where it impacts the wider community

**Bound by legislation



Pay rent first!

As Christmas nears your expenditure will rise as you will want to purchase gifts and food for friends and relatives to celebrate the festive season.

It is important that you ensure that your rent is paid first!

Don't risk losing your home...

If you are struggling with payments or debt then please contact us on **0115 916 6066**. Our trained staff will be able to offer some advice and support.



How To Be Lucky



Our Refugee Future's team in partnership with Holgate Academy in Hucknall organised for the presentation of the play *How To Be Lucky* to be shown to years 9, 10, 11 to assist with the integration of our Syrian pupils at the Academy.



The powerful and thought provoking play, *How to be Lucky* highlights the journey, experiences and realities that the Syrian refugees have taken to get to the UK. The play breaks between performed action, audience conversation and group exercises; over the course of the piece they weave

between Anwars, the main character, story and sections of direct conversation with the audience about the wider topic of what it might mean to be a refugee today.

The play was produced by the Invisible Man Theatre Company and commissioned by Yorkshire Migration.

Talking about Mental Health

Here at Tuntum, we recognise the importance of Mental Health Awareness amongst our tenants, service users and colleagues.

This year, all staff have attended a Mental Health in Social Housing workshop to help them understand, recognise and signpost those with mental ill-health conditions.

We have now launched a Mental Health policy for staff. This is to promote the importance of the Association, managers and employees taking steps to promote positive mental health and support others.

Garden Competition Winners

We are proud to announce the winners of their 2019 Garden Competition!

Congratulations to Mrs Eileen Brown and Miss Charlene Angeles who were both presented with their certificate and shopping vouchers by Councillor Neghat Khan.

Tuntum were immensely impressed with both competition entries and the fact that Mrs Brown and Miss Angeles take such pride in their gardens. We will be running the garden competition again next year, so you will have plenty of time to spruce up your gardens!

We will also be looking for entries next year for Community Gardens, so if you and your neighbours want to get together to reinvigorate a green space in your area, our resident engagement officer, Sarita-Marie, will be more than happy to work alongside you and help you get your gardening project up and running.

If you have any questions about next year's competition



please contact Sarita-Marie on: **07582826068**. Or better still, why not ask her about the number of ways you can get involved here at Tuntum? Our resident engagement officer is always looking for new ideas from our residents about how we, as your landlord, can make our services better for you! So why delay? Give Sarita-Marie a call today!



Some of our staff have created a board at Karibu for their service users to raise awareness of Mental Health.

If you or someone you know need some help, you can visit Hub of Hope on hubofhope.co.uk or text 'HOPE' to **85258** for a free, 24/7 support.



The Nottingham Carnival

In 1988 the Nottingham Caribbean Carnival was cancelled by the City Council, however, because of Tuntum's close connections with Nottingham's Caribbean community, the board of Tuntum decided to revive the carnival in 1989. This was not an easy decision as the organising of the carnival is a significant challenge for any organisation. Since then the carnival has grown to become one of the most artistically sophisticated in the UK attracting over 15000 spectators and over 800 beautiful costumes. This year the carnival was held on Sunday 18th August on the Victoria Embankment where there was a spectacular parade, 5 musical zones, a bar and numerous stalls selling Caribbean food and other world cuisines.

Tuntum always gets its tenants involved in the carnival and this year carnival artist Yasmin Long was engaged to work with the Syrian refugee community to produce some beautiful carnival costumes.



Cllr David Mellen and Tuntum Chair Junior Hemans
launching the parade



Tuntum troupe – Ignite the Masquerader



KIDS ZONE

The Tuntum 'KIDS ZONE' at the Nottingham Carnival was a huge success!

Children, teens and adults got involved in the following activities:

- Face painting
- Glitter paints
- Colouring in our crafts area
- Trying on carnival costumes and taking pictures in our selfie board!

Our Minnie Mouse and Buzz light-year Mascots were also popular with children and adults alike.

The carnival was a great family event, we had a great day of sunshine and positivity!



Moko jumbies
from the Caribbean



Shortknees from the Caribbean



Thousands of people enjoying the live music

and the artistic performances by the troupes

Universal Credit? Estate events

Our tenancy sustainment, resident engagement and income officers visited Conway Close, Cardigan Close and the Moorgreen Estate on the 1st and 2nd August to offer advice and support to tenants who have been transferred onto (or who are likely to be transferred) onto Universal Credit in the future.

It was great to meet with tenants to offer advice and support!

Universal Credit is now live in all 11 local authorities that we operate in.

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.

If you would like further information about how you can prepare for the transition onto Universal Credit then please contact us on **01159166066** or via email at **housing@tuntum.co.uk**.



Accessing publications on our website

Engage

You can read any previous issues of engage on our website, just visit **<https://www.tuntum.co.uk/im-a-tuntum-resident/engage>** and you will be able to access any previous copy of engage.



Financial Reports

You can also access our current and previous annual accounts, Corporate Plan 2017/2022 and our latest Annual Report 17/18 by visiting **www.tuntum.co.uk/about/reports-and-accounts**



Website updates

Safety in and around the home

We have created five new easy to read guides that will give you all the information you need to be safe in and around your home. They are:

- **A guide to asbestos**
- **A guide to fire safety**
- **A guide to gas safety**
- **A guide to water safety**
- **A guide to electrical safety**

They are downloadable on our website at **www.tuntum.co.uk**. Go to 'I am a Tuntum resident', then under the heading 'Your Home', click on 'Safety in and around your home' to access all guides.





Tuntum helping the homeless as part of Housing First scheme

Tuntum is proud to have joined up

to an innovative new scheme to help tackle the issue of homelessness on the streets of Nottingham.

Housing First models are being introduced across the UK. In Nottingham, Housing First is being delivered by Opportunity Nottingham, a service that works with people facing multiple disadvantage due to a mixture of complex needs; including mental ill-health, homelessness, substance misuse and involvement in the criminal justice system.

They have launched the model in partnership with the City Council and it is funded by The National Lottery Community Fund as part of its Fulfilling Lives Programme.

The Opportunity Nottingham team comprises of Personal Development Coordinators, who offer holistic support to help people address their range of complex support needs. The team is supported with input from a Clinical Psychologist, a Social Worker, and a worker who will act as a point of liaison with landlords and housing providers.

Housing First aims to use housing as a starting point – rather than an ending point – out of homelessness by giving the person a sense of responsibility along with an intensive programme of support designed specifically for their needs. Tuntum have now pledged to support to the programme.

Who can claim a Discretionary Housing Payment?

Anyone who needs more help with housing costs and is currently claiming:

- **Housing Benefit** or
- **Universal Credit with housing costs towards rental liability**

You cannot get a DHP to help with Council Tax, although some councils run similar funds alongside their local Council Tax Support schemes.

Some people may qualify for longer term support.

Extra help with your rent

Discretionary Housing Payments

Discretionary Housing Payments (DHPs) can provide extra money when your council decides that you need extra help to meet your housing costs.

Your council will look at your circumstances to see whether you are eligible for a DHP. They will decide whether to give you a DHP, how much you will be paid and for how long you will receive the payment.

✓ What DHP Covers

- Reductions in housing benefit or universal credit where the benefit cap has been applied
- Reductions in housing benefit or universal credit for under occupation (amount of rooms used)
- Reductions in housing benefit or universal credit
- Rent shortfall to prevent a household from becoming homeless
- Rent in advance
- Rent deposits
- Non-dependent deductions
- The effect of income tapers (reduction of support as you earn more)
- Any other lump sum costs associated with a housing need (e.g. removal costs, fleeing domestic violence)

✗ What DHP Doesn't Cover

- Council Tax payments
- Benefit suspensions
- Recovering overpayments
- Job Seekers Allowance or Universal Credit sanctions
- Ineligible service charges
- Increases in rent due to outstanding rent arrears
- Other sanctions and reductions in benefits

For further information visit
www.gov.uk/housing-benefit

How do I make a claim? This will depend on your council. You can find their contact details on letters from them, or check at
www.gov.uk/find-your-local-council

Visit the Housing First website for their latest news: <http://www.opportunitynottingham.co.uk/latest-news/news/housing-first-in-nottingham/>

Update on Home Improvements

We undertake Planned Programmes of repairs each year. The properties that are included on the Planned Programmes are derived from our Stock Condition Database which calculates the renewal dates for each property.

The current timescales that we work on are based on the following Government guidelines:

- **Roof Coverings** – 40 to 80 years (dependant on the type of roof covering)
- **Wall Finishes** – 30 to 60 years (dependant on the type of finish)
- **Windows and Doors** – 30 years
- **Kitchens** – 20 years
- **Bathrooms** – 30 years

Wall improvement programme

T&S hold the current contract for our wall programme, which involves re-pointing and replacing damaged brickwork to external walls. They have completed work on 13 properties in 2018/19 and 10 properties in 2019/20. All work is now complete on this year's programme, with the next phase due to start early in the next financial year (2020/21).

So far, T&S have done the work within target and on budget.

Boiler and heating upgrades

Vinshire Plumbing & Heating Ltd hold our contract for Gas Servicing and Boiler/Heating Upgrades. During 2018/19 they replaced 77 boilers and so far in 2019/20 they have replaced 28 boilers. So far, they are on target to complete this year's programme successfully. Vinshire Plumbing & Heating have been appointed through the Efficiency East Midlands Framework arrangements.

Planned window and door replacements

Nationwide Windows & Doors Ltd (NWD) hold this contract, which runs until 2021/22. We have found NWD to be proactive in working with us and with very high rates of customer satisfaction. NWD have always completed on time and to budget, whilst providing a good product.

Our tenants are given the opportunity to choose the style and colour of the new doors and the colour of the ironmongery. All doors are pre-finished composite doors and all windows are uPVC, thus removing the need to paint them. The doors have multi-point high locking mechanisms with Secure by Design locks.



Planned kitchen and bathroom replacements

These works are currently out to tender. We are looking to utilise local contractors to undertake this work for at least the next three years and look forward to awarding the work to a local contractor and successfully delivering the kitchen and bathroom replacement programmes by the end of March 2020.

Planned roof covering replacements

This contract was re-tendered this financial year. The work has been awarded to WR Leivers Ltd on a contract for up to three years. They have undertaken our work on our Planned Roof Replacement Programmes in 2016/17 and 2017/18, delivering good quality work on time and to budget. The feedback from our tenants on this

contractor has also been good. Work has started on the 2019/20 programme which is scheduled to be completed by the end of February 2020.



Tenants Annual Report 2018/19: how we performed



Target
currently met



Failed target
but within tolerance levels



Failed target
by more than 10%

| General Needs Housing | TARGET 2018/19 | PERFORMANCE 2018/19 | TARGET 2019/20 |
|---|-------------------|------------------------|-------------------|
| Current rent arrears | 3% | 2.05% | 3% |
| Rent collection | 100% | 101.65 | 100% |
| Voids | 1% | 0.35% | 1% |
| Former Arrears | 0.5% | 0.74% | 0.5% |
| No. of properties surveyed | 10% | 20% | 20% |
| Specialist Housing | | | |
| Current rent arrears | 2% | 1.5% | 2% |
| Rent collection | 100% | 106.83% | 100% |
| Voids | 4% | 2.44% | 4% |
| Health & Safety | | | |
| Current gas safety certificates (CP12) | 100% | 100% | 100% |
| Safe water - (Legionella) | 100% | 100% | 100% |
| Asbestos surveys - undertaken for properties built pre 2000 | 20% per annum | 20% | 20% per annum |
| Fire (Full compliance) - Undertake Risk Assessments and Implement Recommendations | 100% | 99.5% | 100% |
| Reputation | | | |
| Overall satisfaction | 85% + | 83% | 85% + |
| Repair satisfaction | 85% + | 77% | 85% + |
| Rents give VFM | 85% | 86% | 85% |
| Tenancy turnover | Below 3% | 5.25% | Below 3% |
| Re-let time | 21 days | 26 days | 21 days |
| Response to complaints | 90% | 95% | 90% |
| Repair response times: | | | |
| Emergency | 100% | 98.7% | 100% |
| Urgent | 90% | 97.3% | 90% |
| Routine | 90% | 96.2% | 90% |
| All Repairs | 93% | 97.2% | 93% |

we want to hear **your** voice

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 Chantelle or Sarita on:

0115 916 6066

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.

Head Office

90 Beech Avenue, New Basford,
Nottingham NG7 7LW

0115 916 6066
admin@tuntum.co.uk
www.tuntum.co.uk

 /TuntumHA
 /TuntumHA