



Quality Homes  
Quality Services  
Quality Lives

REVIEW OF OUR



TH  
YEAR

2018 2019



# What our customers tell us

During 2018/19

## Chief Executive's Introduction

"In December 2018 we celebrated 30 years since Tuntum was registered with the Housing Corporation as a BME-led Housing Association. To acknowledge this milestone we produced our 30th anniversary brochure, a film and held a successful dinner evening for our staff, tenants and other stakeholders. This brief review focuses on our achievements during 2018/19 when we continued to provide good quality services to our customers and developed new homes whilst remaining financially strong and efficient." - **Richard Renwick, MBE**



### Where we performed satisfactory:



Services provided by Tuntum

• 83%



Rent provided value for money

• 84%



Neighbourhood as a place to live

• 81%



Satisfaction with the recent repair

• 82%

### Where we are aiming to improve in the coming year:



Tuntum listen to your views and acts upon them

77%



The way Tuntum deals with repairs and maintenance

76%

The information on this page is taken from our survey using the nationally recognised Survey of Tenants and Residents (STAR).

Members of Tuntum Tenants' Scrutiny committee, Magnify.





# Quality Services

During 2018/19



5.25%

More people are ending their tenancy, increasing our stock turnover to 5.25%

Rent loss due to voids have fallen to 0.35%

0.35%

455

Our staff contributed 455 hours of voluntary time through our social value days



We supported 15 mutual exchanges



101

We let 101 properties



23 days

On average, between tenancies our properties are empty for



Resident Eileen Brown receives the award for First Place in the Tuntum Garden Competition from Councillor Neghat Khan



Our customer service team handled



94.16%

were responded to on time

101.65%

Our rent collection has increased to 101.65%

Rent arrears have fallen to 2.05%

2.05%

£

# Better lives

During 2018/19

Older people

92

Churchfield Terrace,  
35 New tenants increasing older persons provision from 57 to 92

57

Temporary Accommodation

121

vulnerable residents housed and supported through our Specialist Housing Temporary Accommodation services



Syrians refugees participating at Nottingham Carnival 2019.



Refugee Futures Project

73

refugees supported under the Vulnerable Persons Resettlement Programme

25

refugees attended ESOL classes

3

refugees in Volunteering positions

3

refugees in paid employment

1

refugees self employed

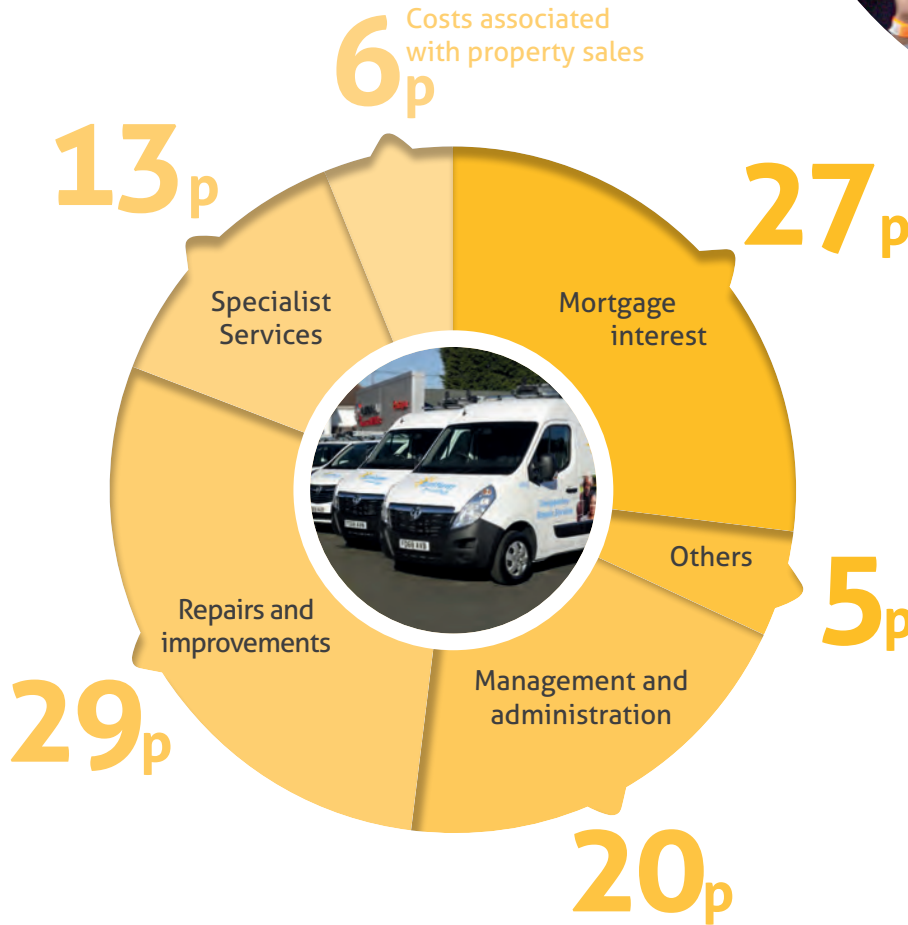
# How we spent each pound

During 2018/19

Every pound we spent was on the following:



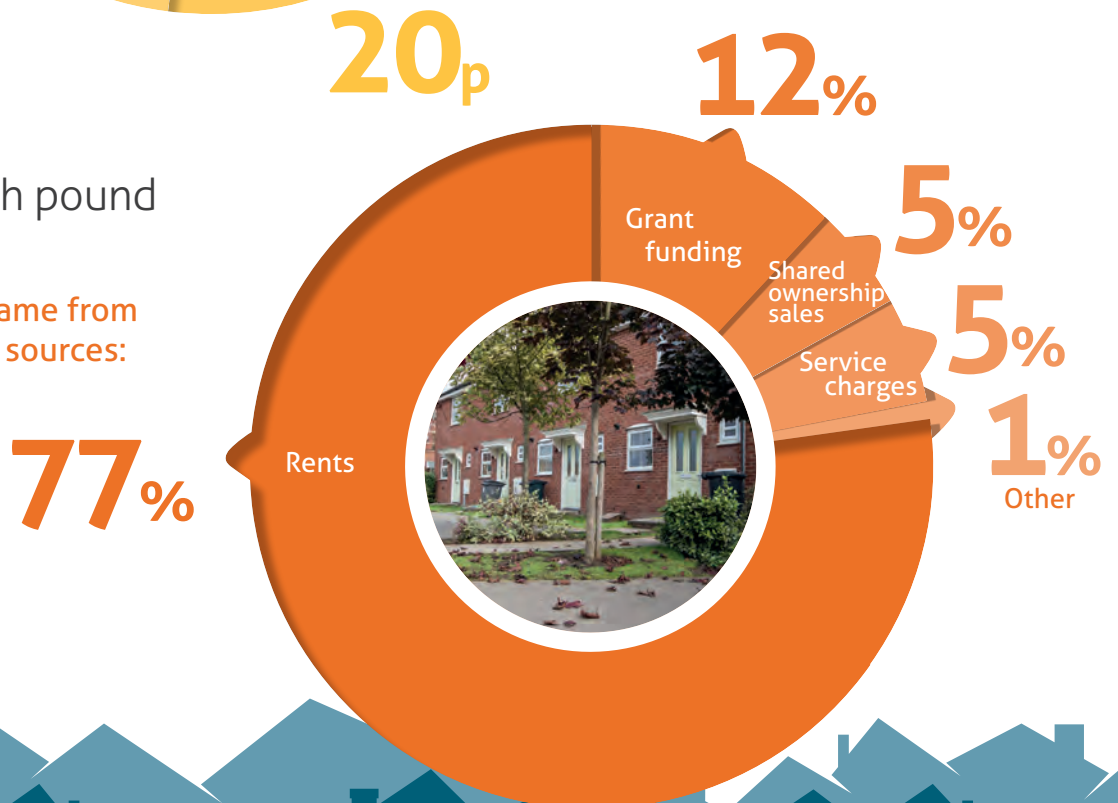
Nottingham Carnival 2018.



At 31st March 2019 we managed **1,433** homes

Where each pound came from

Our income came from the following sources:





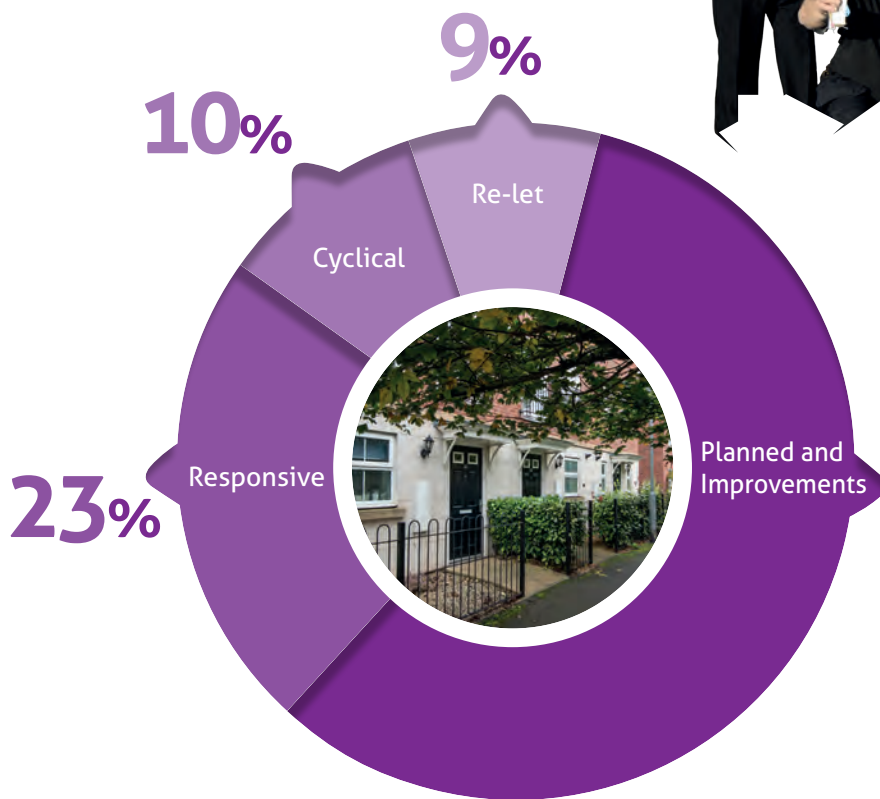
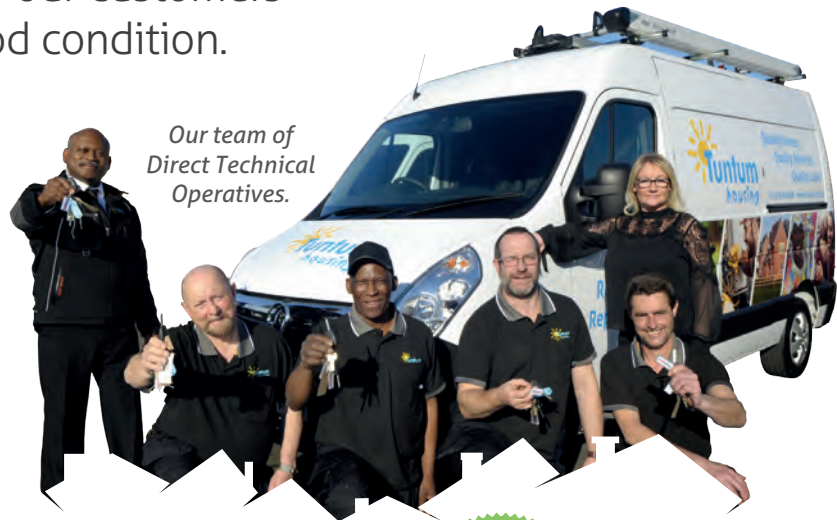
# Mending, fixing and replacing

We know how important it is to our customers that we keep their home in good condition.

During 2018/19

We spent over £2.2 million on our properties in the following areas:

Our team of Direct Technical Operatives.

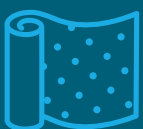


We spent over  
**£155,000**  
 on replacement heating systems and  
**£185,000**  
 on new window and doors

This is what our maintenance team have been up to in the 2018/19:

22

We replaced the roof coverings to 22 properties, as part of the Planned Roof Replacements programme.



70

We have replaced 70 boilers.



10

We have upgraded 10 bathrooms.



51

We replaced the windows and external doors to 51 properties as part of our Windows and Door Replacement programme.



25

We have upgraded 25 kitchens.



22

We completed and undertook re-pointing work to 22 properties as part of our External Work programme.



# New homes

During 2018/19

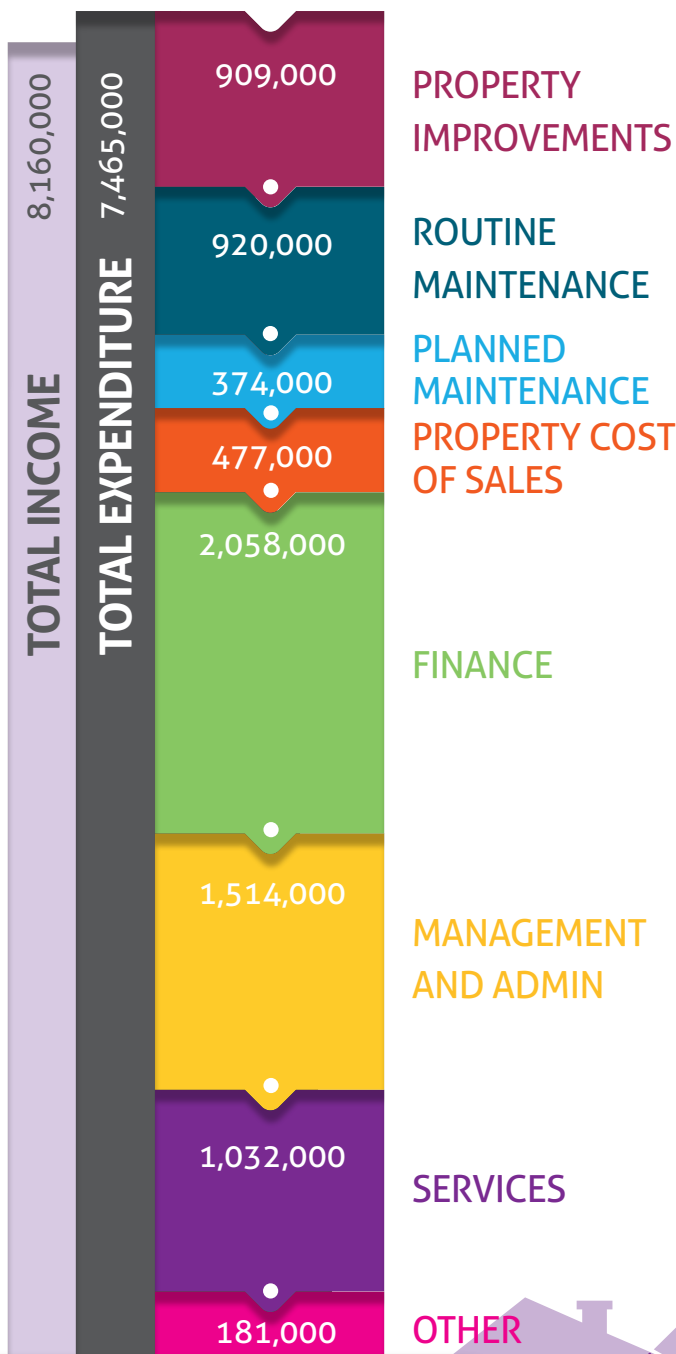
We built **41** new homes



# More efficiency

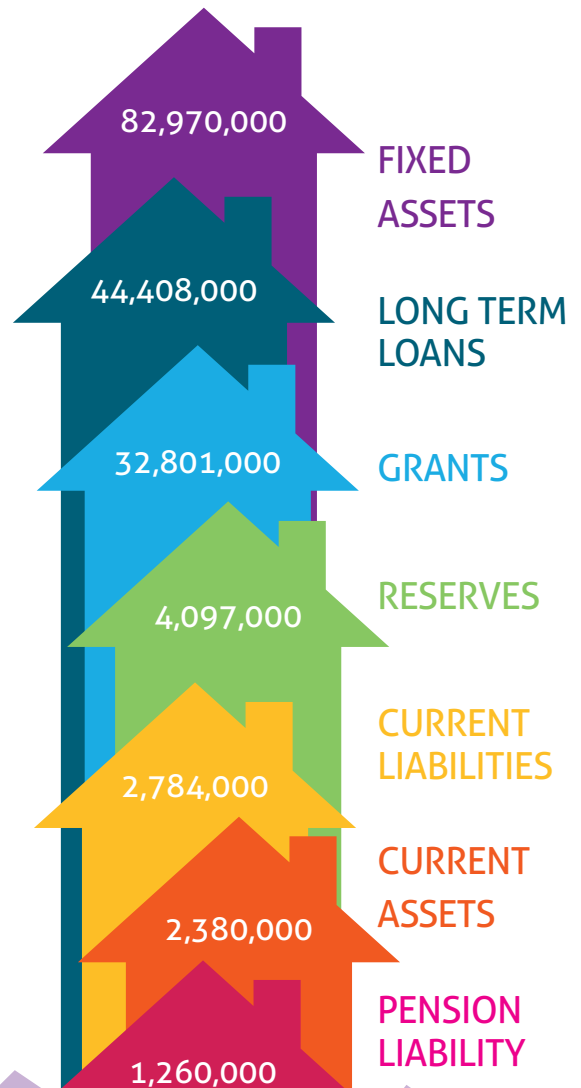
Income and expenditure

Year ended 31st March 2019 (£)



## Financial Position

At 31st March 2019 (£)



The above information excludes any non cash adjustments.

# We worked in partnership

During 2018/19

"As we come to the end of our 30th year, we are reviewing how this milestone will influence the way we continue to provide excellent services for our customers and the communities we work with in the future. I would like to thank all our partners and stakeholders for their support during the year." - **Junior Hemans, Chair**



## Members of Tuntum Board

As at September 2019

**Junior Hemans, BA, MBA: CHAIR**

**Michelle Bateman, MSc, BSc (Hons), RGN, RM, RHV: VICE-CHAIR**

**Ayyaz Ahmed, BA (Hons), FCIH, DMS, MBA**

**Beryl Louise McConnell, BA (Hons), Barrister at Law**

**Paul Moat, BSc (Hons), DMS, MBA, MRICS**

**Professor Philip Baker, BMedSci, BM, BS, DM, FRCOG, FRANZCOG, FMedSci**

**Ade Aderogba MBE, MCIH, DPA, FCIS**

**Chris Jones**

**Avtar Johal, BSc (Joint Honours), FCCA, MBA**

**Mark Taylor, MBA, ACA, MSc, Bsc**

**Kwabena Osayande, BA(Hons), MSc**



**Tuntum Housing Association**  
90 Beech Avenue, New Basford,  
Nottingham NG7 7LW

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

/TuntumHA  
 /TuntumHA

