

ENGAGE

SPRING 2020



Tuntum in Lockdown

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Ask Debbie...

Question: Since the lockdown, I am experiencing problems with my neighbour. They are normally ok and I never have any problems with them; however, it has not been the same since the lockdown. They are constantly playing music and their children are playing in the communal area when they should be indoors, and not breaching lockdown rules.

Answer:

Dear Tenant

I do share your concerns, however, this is a very testing time for all of us and tolerance must be the order of the day. It is understandable, that we are all going through a very difficult time with the Covid-19 Pandemic; in addition, we are experiencing an increase in complaints from residents against their neighbours.

Many people are now working from home as well as children being off school, so I can understand that this maybe an unusual situation. Perhaps this is not the ideal time to complain too much, but try to understand the situation we are all in. I am sure things can be resolved amicably and without upsetting anyone.

This is not to say, there is not a solution to your problems. First, as you have stated "you have

never had a problem with your neighbour," so you normally get on well with each other. Secondly, you have identified what may be the cause of this (Covid-19 lockdown).



What I would suggest you do is wait until you see your neighbour

in the garden and ask if you can talk about the situation. Explain that you are working from home and that you are having problems concentrating with the constant playing of music. Explain that you understand that the situation is difficult for everyone, and that you are asking for a little compromise. The golden rule is not to get frustrated with each other and talk more.

Consider speaking to your neighbour (at a safe distance) to make them aware of the problem before making an official complaint. The ASB help website (<https://asbhelp.co.uk/tackling-the-problem/>) offers some tips on how to do this.

Finally, the police may take action against people who are breaching the lockdown rules, therefore, do not stay out longer than necessary, avoid large gatherings and adhere to the two meter distance rule. If you are concerned that your neighbour is consistently not following the guidelines on social distancing and putting your safety at risk, you can contact your local police force via their website (<https://www.nottinghamshire.police.uk/neighbourhoods>).

Please only use 999 for emergencies and 101 for urgent enquiries. We must support the NHS workers who are risking their lives, to save the lives of others, so we should stick to the government guidelines.



 **PANDEMIC SPECIAL** 

Avoid having a clear-out

Whilst it's tempting to have a clear out at the moment please remember:

- In most local authorities Household waste & Recycling centres are temporarily closed
- Bulky Waste collections are temporarily suspended
- Charity shops are currently closed.

It is illegal to fly tip or burn your own waste or recycling.

Offenders will be putting their tenancy at risk and may face prosecution.

We recognise that you are likely to have more rubbish and bin stores are likely to fill up quickly. Please help us by bagging up your rubbish properly to prevent spillages and avoid blocking access to the bin store so that it can continue to be emptied by the bin men.

If you witness fly-tipping then we would encourage you to contact us via email at housing@tuntum.co.uk or by calling **0115 9166066**.



Domestic abuse

If you are experiencing domestic violence or abuse, help is always available

Those at risk of or experiencing domestic abuse in any form are still able to leave their home and seek refuge, despite government advice to stay at home. The free National Domestic Abuse Helpline - **0808 2000 247** - remains open 24 hours a day, seven days a week. Refuges will also remain open, and the police will continue to provide support to victims.

We continue to support victims of domestic abuse and work alongside partner agencies to identify the most appropriate way forwards. www.womensaid.org.uk offer some very helpful guidance for victims and survivors.



**AT HOME
SHOULDN'T
MEAN AT RISK
OF DOMESTIC ABUSE**
#YOUARENOTALONE 

If you are controlled or physically, sexually, economically or emotionally abused by a partner, ex-partner or family member, this is domestic abuse. Household isolation rules do not apply.

Police and support services remain available.



Rent and financial support

If you are having any difficulties with paying your rent, related to coronavirus or otherwise, then we are here to help.

Our dedicated team of income officers are on hand to listen to your concerns and provide clear and compassionate guidance.

They will assess all of your options and ensure that you are accessing any support you are entitled to.

Please do not suffer in silence. There are options available to you, and we are here to help.

We still want to stay connected with our customers and that means you are likely to receive more phone calls and emails from us as we communicate with you in a different way.

We are also carrying out wellbeing calls to customers to check how you are doing and see if we can be of assistance.

If you would like more information on benefits that you may be entitled to during this time, you can complete a short assessment at <https://www.entitledto.co.uk/>

If you would like to speak to a member of our team then please contact housing@tuntum.co.uk or call 01159166066.

If you have not been affected by the coronavirus then you should continue to pay your rent.

There are a number of different payment methods available to you.

Use your AllPay card to make payment using the AllPay telephone line on 0844 557 8321 or you can pay your rent online.

Use your AllPay card to make payment by downloading the AllPay app for your smart phone.

Pay your rent by bank transfer using your online or telephone banking. Make sure you quote your tenancy number as your payment reference so we can allocate the payment to your rent account. Our bank details are as follows:

-Sort code: 30-80-12

-Account number: 11758368

To set up a direct debit or make a payment over the phone call **01159166066**.

Further support and information

HMRC have setup a helpline for people who are self-employed and businesses that are faced with financial difficulties (<https://www.gov.uk/business-support-helpline>). They will provide advice on your tax and benefits. Call them on **0300 456 3565**.

Universal Credit guidance (<https://www.understandinguniversalcredit.gov.uk/coronavirus/>) for claimants that are self-isolating has been published by the Department for Work and Pensions (DWP). <https://www.gov.uk/government/news/coronavirus-support-for-employees-benefit-claimants-and-businesses> You will not be sanctioned if you do not attend your Job Centre appointments.





PANDEMIC SPECIAL



Lettings

We are continuing to work with local authorities who are seeking solutions for emergency accommodation when it comes to those in the greatest need or those facing homelessness.

All other lettings that do not fall into this criteria have been put on hold for the time being.

The government are urging people not to move home, to limit the spread of coronavirus. You can find more information on this guidance here <https://www.gov.uk/government/publications/covid-19-and-renting-guidance-for-landlords-tenants-and-local-authorities>

If we have made an offer of a property to you, we will hold this for you until it is safe for the move to go ahead. We will continue to process your application remotely, so we have as much information in place as possible, for when it is safe for you to move. We may have to delay viewings if these cannot be carried out safely.

We will contact all applicants currently being considered for one of our homes in order to discuss individual circumstances.

Ending your tenancy

Our housing services team are working remotely and are available to take your calls should you have any re-housing queries. Please get in touch if you have questions on **01159166066** or via email at housing@tuntum.co.uk.

Mutual exchanges

Due to the Covid-19 pandemic, we have decided to suspend all new mutual exchange applications. It is not a decision that we have taken lightly but it is a necessary precaution to keep our tenants and staff safe.

If you have already had your application to exchange homes approved by all of the landlords involved, we will liaise with the other landlord and finalise the exchange process when it is safe to do so.

If you have applied but we have not yet agreed to the exchange, we will consider suspending your application until such time when we can reasonably process your application.

We will be contacting those tenants who are in the process of exchanging in due course to let you know how you are affected.

We continue to monitor the situation and will reinstate mutual exchanges when it is safe to do so.

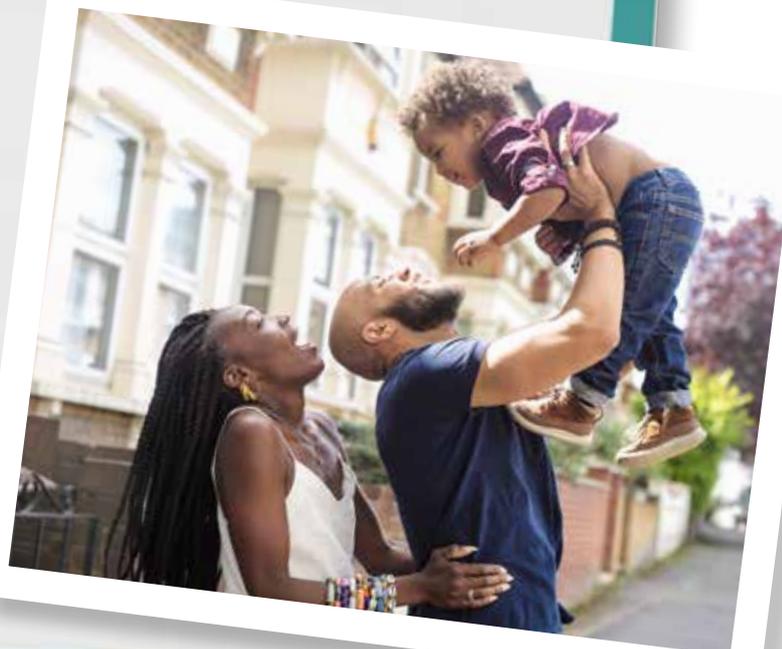
Shared ownership/ Right to acquire

Stair-casing

You can continue to contact us about buying more shares in your home, but be aware that there may be delays in arranging a valuation. If you are already stair-casing we will continue to process this as usual, although there may be delays getting the relevant documents signed.

Right to acquire

You can continue to contact us about the Right to Acquire, although there may be delays in arranging a valuation. If you are already buying via Right to Acquire we will continue to process this as usual, although there may be delays getting documents signed.





Repair services



We continue to monitor the situation including the latest Government and NHS advice, and we are doing all that we can to help protect our tenants, residents and their homes during these uncertain times. So how are we delivering repairs services?

- We are providing essential repairs services during this pandemic. This includes all Emergency repairs and some Urgent repairs which will be assessed on a case-by-case basis.
- If you have a repair that fits into our Emergency and Urgent categories, please report it and our staff will raise the appropriate job. If it is an emergency we will attend within 24 hours and if it urgent, it be assessed.
- If you call to report a non-urgent repair, it will be recorded but will not be undertaken until government guidelines allow.
- It is not our intention to restrict any works where there could be lasting damage caused to property or structure or could cause risk to the safety of our tenants/residents.
- External repairs and works to empty dwellings will continue to be delivered.
- For any visit, our staff will practice social distancing by staying at least two metres (six feet) away from

you and sanitise their tools before and after visiting each home.

- When undertaking a repair our staff and/or contractor are instructed to follow HSE guidelines by wearing the appropriate Personal Protective Equipment (PPE), see below.

What if you are self-isolating?

- Our staff and contractors are risk assessed and only allowed to carry out essential repairs in tenants/residents homes provided they have no symptoms of coronavirus.
- When you contact us, we will ask you some simple questions to determine the level of risk to you, our staff and our partners from coronavirus. We are doing this for all our customers, so please don't be offended and please do answer honestly as it's for everyone's safety.
- If you are self-isolating or have a confirmed case of coronavirus you must tell us as soon as possible if you have an appointment for someone from Tuntum to visit you.
- If you are self-isolating, we will ask you to move to another room while we carry out essential work at your property.
- Where someone is self-isolating due to a possible infection, our staff will wear full protective clothing. This is just a precautionary measure so please do not be alarmed.

Keeping our tenants and staff safe

To ensure the safety of our tenants and staff against COVID-19, we have provided our staff with appropriate PPE kit.

In the picture is Andy Burchett, from our Direct Technical Operatives (DTO) wearing our PPE gear. Steve Farnsworth, Senior DTO, says: "We are obligated to provide equipment that is fit for purpose including PPE, to reduce risk from being exposed to hazards of all kind. And this is exactly what we have done during the COVID-19 outbreak. The safety of our staff and our tenants is our priority whilst delivering our jobs."





Health & Safety compliance

We will continue to meet our obligations to carry out all compliance work and safety checks as advised by the Health and Safety Executive (HSE) and the Regulator for Social Housing. This includes:

- Gas safety checks and annual servicing
- Electrical periodic testing
- Fire risk assessments and safety checks
- Asbestos surveys and removal
- Legionella risk assessments and testing
- Lift servicing

If you do not wish to have such visits during the government lockdown, especially if you are self-isolating or shielding under the government scheme we will respect your wish and not visit your home. In this case we will put in place

arrangements to return and undertake the safety checks as soon as is practical after the government restrictions have been lifted. Tenants and residents full cooperation with us during this period would be most helpful.

We are committed to protecting you and will do everything we can to ensure your home and your community is kept safe and maintained during these challenging times. We know that the coronavirus outbreak is worrying for everyone – we want to reassure our tenants, residents and customers that we are monitoring the situation closely and will continue to deliver essential services to you in line with government guidelines. If you have any concerns or queries, please contact us on **0115 916 6066**.



Useful information during the COVID-19 pandemic

Self-Isolation

You would be aware that the government has stated that anybody exhibiting the early symptoms such as a fever or cough should isolate themselves for between 7 to 14 days. This action will help protect others in your community particularly those that are elderly or have underlying health conditions. All of this information can be found on the government websites and already trailed on our facebook page and website.

If you are self-isolating and request a service, which may require a visit from our staff such as an emergency repair request, then we ask you please to be honest with our staff about your health condition when they contact you. This is just in case we need to put in place any special measures as necessary.

Also, if you are self-isolating and as a result you are facing hardship, then please feel free to get in touch with us and we'll do what we can to assist you in these circumstances.

Local authorities' numbers

Tenants living in Gedling, Rushcliffe, Broxtowe, Mansfield and Mansfield Woodhouse please contact:

Nottinghamshire County

Nottingham County Council 0300 500 8080
(8am to 6pm, Monday to Friday)

Tenants living in Nottingham City please contact:

Nottingham City Council

The Nottingham City Council golden number is 0115 915 555 (9:00am – 5:00pm, Monday to Friday)

Tenants living in Hinckley and Barwell please contact:

Leicestershire County Council

Customer Service Centre number is 0116 305 0004.

You can also phone them on **01455 238141**.

Tenants living in Leicester City please contact:

Leicester City Council

Their number is **0116 454 2300**

Or email them on:

AdultSocialCare-Covid-Helpline@leicester.gov.uk

Tenants living in Long Eaton please contact:

Derbyshire County Council

If you need help you can phone them on tel: **01629 535091**. (Monday to Friday 9am to 5pm, Saturday 9am to 1pm)

Tenants living in Derby City please contact:

Derby City Council

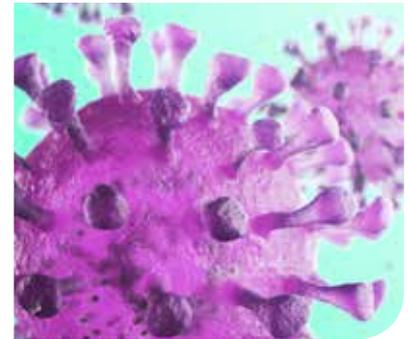
DerbyDirect number is **01332 640000**
(8.30am and 5.00pm, Monday to Friday).

Or you can email:

covidsupport@communityactionderby.org.uk

Residents experiences with Tuntum during the pandemic

As a caring organisation we do our best to check on the wellbeing of our tenants. This includes daily calls to all the tenants in our sheltered schemes, calls to our specialist residents at least every other day and weekly calls to tenants in our general needs homes that we are aware of who are vulnerable because of their age or health condition.



In addition, we have asked all our contractors to report to us where they observe a tenant who is clearly in need of special support. On many occasions so far, these calls have resulted in assistance being sought from the council or local volunteers with food or medicine deliveries.



Mr Linton

Mr Linton started feeling unwell, with no energy, but had no symptoms of the coronavirus. He then decided to call his GP who told him to self-isolate for seven days.

Mr Linton said: "When the staff at Lyn Gilzean contacted me on the daily morning call, I notified them of my situation and through their

prompt response, I was admitted to hospital for eight days. Fortunately, the test showed that I did not have Covid-19 virus. I am tremendously grateful for all the care I have been shown through the staff at Lyn Gilzean Court.

"They have called me every day since returning home from the hospital, provided me food packages and hot meals delivered twice a week and making sure I had all the medication I needed. The constant care for my wellbeing has been outstanding. I really want to say a heartfelt thank you to NHS and all our staff at Lyn Gilzean court. Thank you!"

Christine Maxwell, the warden for many years, has an essential role as Balisier but has had to work from home during the lockdown due to the need to self-isolate as a result of pre-existing health conditions. Christine has a really close relationship with all the

residents. However, Mrs Eva Brown, in particular, has struggled with not seeing her around at Balisier.

Eva said: "I can't wait for Christine to come back, I am happy and thank all the staff for what they are doing to keep us safe. They bring us food and hot dinners twice a week, they have been very kind to all of us here (Balisier). Christine rings me every day which is very nice!"

Christine rings all the tenants at Balisier every day to check on their wellbeing. In addition, Christine's daughter, armed with protective wear, has voluntarily stepped in to visit residents like Evan, bringing her shopping and doing some cleaning for her. As our residents cannot receive visitors during the lockdown, Tuntum staff have come together to ensure that residents like Evan are safe and not feeling lonely.

Mrs Fay ward is a tenant from our sheltered scheme Churchfield Terrace in Basford. She said: "Through this whole COVID-19 situation I am really grateful of how Tuntum staff have conducted themselves, especially around keeping us all safe. They have kept us fully informed by post and staff like Christine Maxwell and Laverne Dubois call us every day.

"Tuntum staff have assured us that they are only a phone call away if we need them. I'm also grateful for Denise Stewart who organised the food parcels. Thank you Tuntum very much we appreciate what you are doing for us so far."



Mrs Fay Ward

TENANTS' FEATURE

Refugee Futures News

Healthy eating

In February half term the families in both Mansfield and Hucknall took part in healthy eating sessions provided by Everyone Health project. They looked at nutrition, and what a healthy diet looks like. All the families got to sample some healthy snacks, and learn about sugar content in food, and how it affects your body.



Afterwards staff from Refugee Futures who had attended some training by Nottinghamshire Oral Health Team, delivered an Oral health session. So armed with a huge set of dentures, including a giant toothbrush, staff provided activity sheets, games, and samples of toothpaste, toothbrushes, and interdental sticks.

All the children had a go at brushing the huge teeth, and completing the activity sheets. Some of the feedback from the families were:

"I was really shocked to see how much sugar is in energy drinks. I have been drinking 2 or 3 every day. I will stop now."

"Thank you, it was good fun playing with the big teeth."

"I like the healthy eating plate, I will use it at home."

A woman from our refugee family receives The Courage Awards

At the Mansfield Rotary Club's annual Courage Awards earlier in March, we saw Marwa Alshaieb who attends Reach Mansfield, receive her courage award presented by John Bilzon, Mansfield Rotary Club President. Marwa was nominated for "exemplifying moral and spiritual courage in the face of personal adversity and difficulty."



Dara Ivekich, our Refugee Futures Service Manager, said: "Marwa was allowed to take a number of guests and I was lucky to be asked. It was a real privilege for me, as I had been working closely with the family to find a suitable learning centre that could cater for

Marwa's needs, and we all knew when we visited the Reach Centre it was the right place to support Marwa."

Marwa Alshaieb joined Reach Mansfield in May 2018 after coming from Syria in 2016 with her mother, Hafsah, and her sister, leaving friends and family behind. She has cerebral palsy and also finds it difficult to communicate using words. However, she has not let her disability hold her back and has made lots of friends at Reach. The 28-year-old enjoys dancing in the performing arts session, cooking and making some terrific crafts. In the future, she hopes that she will continue to attend Reach.

New homes on the horizon

Look out for more information on the next issue of Engage.



Cox's Lane, Mansfield Woodhouse



West Terrace, Ilkeston



Site at the junction of Woodborough Road and Manning Street, Nottingham

Resident Scrutiny Event

Tuntum residents and staff working together for a better service



The Resident Scrutiny Event in February brought a breath of fresh air to resident involvement practices. The scrutiny event combined open, honest and transparent presentations from staff, with opportunities for great resident insight and considered suggestions.

Repairs Communications

The topic for discussion was chosen by Magnify, based on resident feedback and available performance data. They chose to focus on communications around the repairs appointment process. The communication journey for residents about repairs has been a constant sore point for residents, including things like 'not being able to get through to report a repair', 'not being told when an operative is running late or the appointment has been cancelled' and 'not being updated on the progress of a repair'. All these points and more formed the basis of discussions at the Resident Scrutiny Event. Staff and residents were able to co-create recommendations that would address these concerns and more.

At the end of the day eight recommendations were agreed by staff and residents. These recommendations will be published, to help ensure that Tuntum is accountable and residents know that their voices are heard and acted upon. They will be refined, implemented and monitored over the next 12 months by Magnify.



Get Involved

New Resident Scrutiny Events are being planned for later this year and early 2021. Resident Scrutiny Events take place in one day, if you would like to take part in one of these events or if you want to take a more active involved role in how Tuntum provides its services, you could join Magnify. To find out more, please visit our website to find out how to get involved: <https://www.tuntum.co.uk/im-a-tuntum-resident/get-involved/magnify/>



TENANTS' FEATURE

Tenant Associate Board Member

Meet our new Associate Board Member Didia Antonio who has been a tenant of Tuntum since 2012.

After a long search and interview process we are very pleased to select Didia as an Associate Board Member. Didia has been attending board meetings as an observer and will hopefully soon be elected onto the Board of Tuntum.

In this article, Didia talks about her journey to the UK, her aspirations as a Board member and how she sees her role impacting on the life of other Tuntum tenants.

Didia Antonio, originally from Portugal, is a Team Co-ordinator at the national law firm, Browne Jacobson. Her main role is to provide a high quality internal and external client experience in line with the firm's brand values and standards. In her spare time she enjoys painting, reading and puzzles.

Didia and her family arrived in the UK 2010 where they struggled to find a home and were homeless for two years. In 2012, Housing Aid advised them to return to Portugal. Just as they lost all their hope Tuntum found them "a beautiful and spacious house, something we never experienced before." It was actually the first time in her life Didia was able to have her own room. "Little things like that, we

really appreciate and are grateful to Tuntum," said Didia.

"When I saw that Tuntum was looking for a tenant to join their Board, my first thought was it would be interesting and intimidating. Definitely out of my comfort zone!" Her next thought was "I'm young, female, and from a minority group, all things that usually could work against me, this time I choose to see them as a positive, and an opportunity to give back to Tuntum and our community." Didia applied for the job and was successful.

Didia has already attended her first board meeting in January, where she could "really see the dedication and the drive the board have to provide safe and secure homes to tenants, as well the plans to expand by creating new homes to help the community as a shortage of housing is an national issue."

Tuntum is excited to see Didia settling into her new role and expressing the tenants' views and concerns at such an important level within the organisation. "It is vital to have a tenant voice on the Board. I'd like to see myself as a bridge of communication between the tenant and Association," said Didia.

Tuntum staff and Board once again welcome Didia into her new role and wish her success in this role.



Breaking the stigma

Featuring one of our tenants, Kasandra Silcott who talks about her career, hobbies and what it means to live and work for housing associations. She has been a tenant of Tuntum since 2010.

Kasandra is a qualified criminologist, a lover of physical activities and cooking, and a mum of two; Naeem, 17 years old, and Neliah, 4 years old.

Kasandra has been working for the East Midlands Housing (emh) group as a Data Protection Officer for the past two years. Her job involves overseeing data protection strategy and its implementation to ensure compliance with the General Data Protection Regulation requirements (2018).

"As a central resource I ensure our organisation processes the personal information of customers, staff, suppliers or any other individuals in compliance with the applicable data protection rules," she says.

Prior to work at emh group, she worked inside prisons as a criminologist supporting offenders to learn new skills and raise complaints if they felt they were being treated unfairly. Kasandra said: "The best part of my criminology work was working with young offenders within the prison environment. I went into prisons with a lot of assumptions, working in that environment taught me that assumptions stem from unconscious

bias and labelling. The most interesting part of my work as a criminologist was how it taught me that assumptions stopped me from taking responsibility for my life by allowing me to hide behind my version of a story "

Due to the pandemic Kasandra has been working from home and caring for her two kids. "Working from home is okay as emh supports flexible working and I tend to work around my children's needs. I find home schooling the most challenging part of working from home. I don't remember having to do any of the type of work when I was at school."

Kasandra shares her vision on being a Tuntum tenant and about housing stigma: "I have some sense of pride being a Tuntum tenant. I believe there is a need for the culturally appropriate services offered by landlords such as Tuntum."

She says that for many, housing associations are "the first steps to building the life you want for yourself, whether that be gaining a qualification and buying a house or just being happy with having a roof over their head."





TUNTUM ATTRACTS NEW FUNDING

Tuntum secures over £400k from Comic Relief



Tuntum Housing Association has led a partnership involving three other organisations to secure a £418,410.64 grant from Comic Relief. The grant will enable the provision of new and enhanced mental health services to improve the lives of young people from black, Asian and minority ethnic (BAME) communities living in Nottingham's most deprived areas.

The funding from the 'Bridging the Gaps: Strengthening Mental Health Support for Children and Young People' programme will allow Tuntum to start this project in May 2020 for the duration of three years. There will be regular monitoring, evaluation through the partnership and reporting to Comic Relief as well as the support of a Comic Relief Grants Officer.

The partnership is made up of Tuntum Housing

Association, Nottingham Counselling Service, BAC-IN, and the Chayah Project.

Richard Renwick, Tuntum CEO, said: "This is a great opportunity to make a difference to the lives of young people in deprived parts of Nottingham by helping them to achieve good mental health and a positive direction for the future."

Leslie McDonald, Executive Director at Nottingham Counselling Service, said: "Nottingham Counselling Service are proud and delighted to be part of this ground breaking project that will have a major impact on Nottingham's BME communities. This is a unique project and quite distinct from anything that currently exists or tested locally."

Tuntum receives £42.5 million debt facilities

Tuntum has agreed a £42.5 million debt facility with Macquarie Infrastructure Debt Investment Solutions (MIDIS) which will be repayable over the next 33 years. The funding will enable Tuntum to repay some existing debts and fund the development of up to 280 new homes for affordable rent and shared ownership sales over the next five years.

Richard Renwick, Chief Executive, said: "This flexible financing package agreed between Macquarie and our Director of Resources, Rafik Ghumra, has been tailored to our operational requirements and funding needs, enabling us to complete the transactions we had planned in the short term, deliver our pipeline of development projects and continue to make an impact on people's lives."

Gareth Edwards, Associate Director at MIDIS, said: "Tuntum has a strong and experienced Board and management team, with its tenants and the community truly at the heart of what they do. We have been impressed with Tuntum's commitment to support services, the great care given to the quality of their housing stock, and their approach to targeting new developments where they are needed most. In

otherwise uncertain market conditions, our financing will support Tuntum to deliver their high-quality services whilst providing the certainty it needs to grow and support more vulnerable people living in the East Midlands."



Macquarie Infrastructure Debt Investment Solutions ("MIDIS") is the infrastructure debt platform of Macquarie Infrastructure and Real Assets ("MIRA"). MIRA is a part of Macquarie Group, a diversified financial group providing clients with asset management and finance, banking, advisory and risk and capital solutions across debt, equity and commodities. Founded in 1969, Macquarie employs over 15,700 people and is listed on the Australian Securities Exchange (ASX:MQG).

Communicating with us during the lockdown period

Most of our staff are currently working from home as advised by the government, which means that we have stopped any face-to-face communication at head office and any non-essential home visits until further notice. We will however maintain contact as normal via email, phone and website.



Phone: 0115 916 6066 Website: www.tuntum.co.uk

Emails: admin@tuntum.co.uk or housing@tuntum.co.uk