

# ENGAGE

AUTUMN 2020



## Headwize: Focus on mental health

.....  
*Young people's mental health support*  
Page 4

**Telephone  
answerphone options  
are changing from the  
23 November**

*Page 2*

**Tuntum  
response to the  
latest national  
restrictions**

*Page 3*

**Key performance  
for 2019/20  
and targets for  
2020/21**

*Page 12*

# Telephone answerphone options are changing from the 23 November

From the **23th November 2020**, the following will be the new options:



- To report a new repair or discuss an existing repair including gas servicing, **PRESS 1**
- To discuss your rent account, any issues on your estate, make a payment, or to speak to a member of the housing services team, **PRESS 2**
- For anything else, please **PRESS 3**

Please remember that you can always report a repair or make a rent payment via the website [www.tuntum.co.uk](http://www.tuntum.co.uk)

## Our newly built houses in Mansfield Woodhouse now all let

**Our newly built houses at Cox's Lane, Mansfield Woodhouse are now all let.**

The successful tenants were given the chance to choose the colours of the kitchen prior to moving into the properties.

As you can see in the pictures, these houses are built to good standard, and our Rent to Buy tenants are extremely happy.

The scheme also includes 9 homes to be sold on a shared ownership basis.

For further information on these and how you can apply for our shared ownership scheme, please contact our office on 0155 9166066 and ask to be put through to Joanne Page or Chantelle Miller.

If you would like to find out more about how the shared ownership scheme works, please visit [www.sharedownership.net](http://www.sharedownership.net)



## We have made some internal changes

We have made some significant changes to the structure of our Housing Services and Asset Management teams. The purpose of these changes is to make us more responsive to the needs of our tenants and to improve satisfaction levels.

In our Housing Services team, the key changes we have made are as follows:

- The Head of Housing Services and Sales is now called the Head of Housing and Customer Experience.
- We have created a new post called Customer Excellence Leader to reflect our continuing desire to provide our tenants with the best possible services and deal with complaints more effectively.
- We now have three Neighbourhood Impact Officers to ensure that we are more responsive to the needs of our tenants at the level of their neighbourhood.

In our Asset Management team, the key changes we have made are as follows:

- We have now appointed a new position of Compliance and Safety Officer to reinforce the priority we are giving to the safety of our properties.
- We have created a team called the Support and Resolution Team comprising of three new Customer Service Assistants. This will speed up the way we deal with repair requests and also resolve any outstanding repair issues more efficiently.
- We have appointed a Technical Services Manager to provide more focussed leadership over our property repairs department.

In addition to the above, we have changed the job title of our Head of Specialist Housing to the Head of Specialist Housing and Community Affairs to provide senior management oversight of our new community and mental health projects such as Headwize and the restructuring of the Old Vicarage.



## Our response to the current national restrictions

As we are facing increased national restrictions imposed from the 5 November, we would like to reassure you that we are going to continue with business as we have been for the past few months. Please note that also means that our office will remain closed to visitors.

### Communicating with us

Most of our staff are currently still working from home as advised by the government which means that we will maintain contact as normal via email, phone and website.

Phone - **0115 916 6066** – See new dial options

website - **www.tuntum.co.uk**

(especially for reporting repairs), or

emails: **admin@tuntum.co.uk** (for general queries),

**housing@tuntum.co.uk** (for housing queries) or

**repairs@tuntum.co.uk** (for repairs queries)

### Repairs service

We will continue to provide repairs services and we will ensure that our staff are following all the recommended guidance, such as , the wearing of PPE and social distancing, etc. This is to protect you and themselves whilst working at your property.

### Self-isolation

You will be aware that the Government has stated that anybody exhibiting the early symptoms of covid,

such as a fever or cough should isolate themselves for 14 days. 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 to make us aware of this before we send a member of staff to your house. 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.

### Residents in our specialist or sheltered schemes

For residents in our sheltered accommodation or specialist schemes, please talk directly to the staff in your scheme about what measures have been put in place to support you and to keep you safe. Such measures will include limiting access to communal areas such as the laundry.

These are difficult times for us all which hopefully will soon be over. We appreciate your patience and understanding during this time.

**We are committed to our service standards and timescales, but due to the current conditions this may not always be possible. Rest assured we are working as hard as we can to resolve all issues and will continue to put the safety of our customers and employees first.**

## Residents benefiting from our Hardship fund

Tuntum has created a Hardship Fund to assist some of our tenants in need during the pandemic. So far five residents have benefited from it.

Applicants will be accepted on the basis that they or the household would suffer exceptional financial hardship if assistance were not given and they have exhausted other sources of income that are available to them.

Richard Renwick, CEO said: The board agreed a small pot of money to assist vulnerable tenants who were really struggling due to the pandemic. It will have to be evident from the assessment by an officer that the wellbeing of the applicant and their household is clearly being adversely affected.

So far, we have helped two tenants purchase new cookers, a self-employed tenant with a small grant to help with rent arrears and assisted two of our specialist residents with purchasing a computer each for their college studies.

Jazmine Hutchinson (left), a resident at Karibu House, said: "Thank you to Tuntum for helping me obtain a laptop which I desperately needed to start my Liberal Arts university course. It has

benefited me in so many ways and enabled me to study more easily and more efficiently. I really appreciate it. I'd like to thank all of the Tuntum staff for all of the support and guidance they have provided to me during my time at Imaani and Karibu house."

Daniella Clarke (upper right) a former resident at the Old Vicarage shared her story with us: "Being a very young, single mum has been very difficult, especially when my daughter's father has spent the majority of her life in prison. However, the support team provided by the Tuntum Housing mother and baby unit in Hyson Green - in which I was fortunate enough to live in temporarily -, was a great blessing to me and my daughter. I have now regained the confidence to go back into education and take my A-levels."

**If you believe you qualify for some support from our hardship fund, then please approach your contact in the Housing Management Team or at your scheme.**



## Mental health matters

In December 2019, the Tuntum Board approved a strategy for the provision of mental health services to our tenants and the community. The following two new schemes is a result of implementing that strategy.

# Keeping your Headwize

**Headwize is a project that provides new and enhanced mental health support services to young people from Black, Asian and Minority Ethnic (BAME) communities living in some of Nottingham's most disadvantaged areas.**

The aim of Headwize is to deal with mental health problems, through a culturally sensitive service that offers one-to-one and group sessions, builds awareness, tackles stigma and finds solutions. The project has been funded for three years and started in October 2020.

This project is run by the Milestones partnership, a group of four organisations; Tuntum, Nottingham Counselling Service, BAC-IN (St Ann's) and Chayah project (St Ann's), and each of them will lead on different aspects of it. Tuntum's role is to lead on the partnership and coordinate all activities. Tuntum provides Mental Health awareness raising sessions and individual and group support to young BAME homeless people, as well as housing-related support to help young people learn skills for independent living and secure and sustain tenancies in the community.

In addition to all the above, Headwize has also created job opportunities for the community and it employed two Mental Health and Wellbeing Support Workers at Tuntum, two Outreach Support Workers at the Chayah Development Project and one Specialist Support Worker at BAC-IN.

**More information on how to access this service will be published on our website ([www.tuntum.co.uk](http://www.tuntum.co.uk)) and future issues of Engage.**

## The Old Vicarage is being re-modelled

**Tuntum has recently won a tender for the provision of mental health services at the soon to be re-modelled Old Vicarage. This will result in new staffing opportunities and the development of new skills with the organisation.**



Currently the Old Vicarage provides accommodation for young mothers with support needs. There are seven self-contained flats with a bathroom, kitchen, bedroom and living room.

The re-modelling of the Old Vicarage will provide each resident with an allocated support worker who will offer emotional support, help with applying for benefits, and encourage service users to maximise their independence and achieve a better quality of life. The residents will also be receiving support to help them maintain and develop independent living skills including food preparation and attending to personal care as well as supporting integration in the local community and promoting opportunities for educational, employment and social activities.

## Who's new at Tuntum?

# A helping hand for Refugee Futures team



Refugee Futures welcomed to their team a student from Nottingham College. Karolina Mousavi is studying for a two year Higher National Diploma in Social and Community Work and is volunteering to support our Engagement and Employability Support Workers, Nicole Wood and Ryan Justin, with the EU National Clients in both Mansfield and Ashfield.

Karolina's role includes translating for clients over the phone and in writing. She also supports non-English speaking clients with basic language skills to help them whilst visiting the GP or the local shops. On top of that she is looking at other ways to help clients develop their English and personal well-being.

Nicole Wood said: "We are so pleased that Karolina has decided to volunteer with us and are excited about working with her."

*Nicole (Left) with Ryan and Karolina*

## Martha Jackson is our new Allocation and Lettings Officer

**Martha Jackson has returned from her secondment at Mansfield and Ashfield District Council with extra skills acquired and great aspirations for her new role at Tuntum as Allocation and Lettings Officer.**

Martha said: "I learned to negotiate with private landlords and state agencies who were not so forthcoming about renting their houses to the homeless. When interviewing a homeless person I had to be able to see their situation in 6 months from now, consider all the pros and cons and make a judgement based on that. It made me tough, but luckily I never lost my empathy with people, which helped me make good decisions along the way.

"I feel that all the experience I had at the Mansfield and Ashfield District Council will be easily transferable into my new role here at Tuntum."

Among many duties as an Allocations and Lettings

Officer at Tuntum, Martha will carry out risk assessments on lettings, and interview and correspond with housing applicants. She will also provide housing advice, offer assistance to new customers applying for Universal Credit and Housing Benefit payments and provide advice and guidance to survivors of domestic abuse, making referrals to outside agencies and assisting with re-housing applicants, where appropriate.



## Charles Cully is our new Compliance and Safety Officer

**The Compliance and Safety Officer role is a new role for Tuntum.**

The main purpose of the role is to ensure that inspections and servicing take place within the required timescales and therefore achieve compliance with relevant safety legislation in areas such as gas, fire, asbestos, water and electricity

to name a few. In addition to this, Charles will be ensuring high standards of health and safety for the workforce at Tuntum.

Charles said: "This is all part of a renewed focus by Tuntum on the safety and welfare of the tenants of our services and reflects the importance we attach to working within the law and providing quality services. Compliance isn't a new thing and staff at Tuntum have always had a hefty workload in dealing with compliance issues."

Charles hopes to be able to get out and meet as many of our tenants as he can over the next few months. In the meantime, please feel free to contact Charles with any compliance related concerns or suggestions that you might have.



## What are our tenants up to?

### BBQ in memory of former residents

Lyn Gilzean and Churchfield Terrace tenants enjoyed a BBQ at Lyn Gilzean Court. The BBQ was organised by tenants and staff in memory of Lyn Gilzean tenants, Kevin Moore and Mula Esmaeli who sadly passed away in August.

They played dominoes and socialized with each other whilst enjoying some delicious jerk chicken and fries.



### Pride in my garden



Churchfield Terrace tenants have been busy transforming their gardens into a little den. Don't they look just lovely?



### Afternoon of play

Back in August, staff and residents of Lyn Gilzean Court held an activity afternoon. Residents played bingo, whilst maintaining the distancing rule. A buffet style lunch was provided. Three residents from Churchfield Terrace also attended this event.

Unfortunately the regular staff and residents meetings at Lyn Gilzean Court, chaired by Jacqueline Shepherd a resident of Lyn Gilzean Court have temporarily been postponed due to Covid 19 restrictions.



# Magnify's next project: Engage

Magnify, our scrutiny group, are keen to commence a review of a new project. The next scrutiny exercise will involve members reviewing our tenants' newsletter, **Engage** in this quarter.



- Are you reading **Engage**? If not, why not? And If you are, what do you like or dislike about it?
- What would you like to see included in the newsletter?
- How would you prefer to receive the newsletter (by email or by post)?
- Would you be interested in being part of an editorial panel that produces the newsletter?
- How does **Engage** compare to that of other organisations?
- Is **Engage** good value for money?

Since our last scrutiny event, where we looked at our repairs processes, we have successfully recruited three new participants to join the current Magnify group.

We will be sending a leaflet to all tenants and publicising the event on our website [www.tuntum.co.uk](http://www.tuntum.co.uk) explaining how you can get involved, we look forward to hearing from you!



# Nottingham Carnival: "Not on de road...but online"

The Nottingham Carnival 2020: "Not on de road but online" was a real success with people from all over the world watching it on the day. All Nottingham troupes and guest troupes kept their passion for carnival by participating in the online parade showing their best moves and their amazing costumes. At the end of the parade you can watch Tuntum staff and members of the public taking part in the People's parade.



You can watch it online on our Nottingham Carnival YouTube channel: <https://youtu.be/nDpkb-OR4ZE>

## Coronavirus scams, don't fall for them!

**The National Trading Standards Scams team has produced some helpful materials to help make everyone aware of coronavirus related scams, and how to avoid them.**

Here are just some of the scams we are aware of, but please note that criminals come in all shapes and sizes and can contact you at the door, by phone, post or online:

- People offering miracle cures or vaccines for coronavirus – there is no specific treatment for coronavirus (COVID-19). Make sure you follow government advice for the most up to date and accurate information about coronavirus.
- People impersonating healthcare workers, claiming to be offering 'home-testing' for coronavirus – this is a scam and these kits are not currently available to buy.
- Emails saying that you can get a refund on taxes, utilities or similar are usually untrue. Emails of this nature usually want your personal bank details.
- Fake products available to buy online that say they can protect you or cure coronavirus. These will not help and are designed to take your money.
- There are new mobile phone applications that claim to give you updates on the virus but instead, they lock your phone and demand a ransom.
- Your bank or the police will never ask for your bank details over the phone.

- People offering to do your shopping or collecting medication and asking for money upfront and then disappearing.

### Tips to avoid being scammed:

- Be cautious and listen to your instincts. Don't be afraid to hang up, bin it, delete it or shut the door.
- Take your time; don't be rushed.
- If someone claims to represent a charity, ask them for ID. Be suspicious of requests for money up front.
- If you are online, be aware of fake news and use trusted sources such as: gov.uk or NHS.uk websites. Make sure you type the addresses in and don't click on links in emails.
- Only purchase goods from legitimate retailers and take a moment to think before parting with money or personal information.
- Know who you're dealing with - if you need help, talk to someone you know or get in touch with your local Council.
- Protect your financial information, especially from people you don't know. Never give your bank card or PIN to a stranger.

### Contact information:

If you think you've been scammed, report it to Action Fraud on **0300 123 2040** and if you need advice, call the Citizens Advice Consumer Helpline on **0808 223 1133**. If you are in immediate danger, contact the police on 999.

Contact your bank if you think you have been scammed.

To learn more about different types of scams and how to protect yourself and others, visit [www.FriendsAgainstScams.org.uk](http://www.FriendsAgainstScams.org.uk) and complete the free online training.



# Your finances during the pandemic

The coronavirus pandemic has had a huge impact on all of us in one way or another. Many of us have felt a lot of uncertainty over the last few months around our day-to-day lives and our finances.

One of the biggest concerns is the loss of income and the effect it has had on people from all walks of life. If you have been made redundant, lost hours, been off work sick, on furlough or lost your job you may already know that there is help out there. However, a lot of people don't know how much help is available.

Many people know that they could be eligible for Universal Credit when on low income. Universal Credit is a means-tested benefit to help meet your basic living costs. You could work for an employer, be self-employed, have been recently furloughed or made redundant, or have had a reduction in wages, and still apply.

Responding to the coronavirus crisis, the Government made changes to Universal Credit earlier this year, including increasing the monthly standard rate, removing the 'minimum income floor' to help self-employed people whose income has fallen, and increasing the allowance for private renters who need help with housing costs.

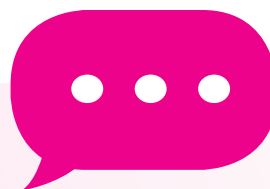
On top of claiming Universal Credit there are additional benefits to help with the cost of daily living such as;

- Council Tax Reduction – You will need to make a separate claim with your local council to request a reduction in your council tax bill.

- Discretionary Housing Payment – You can claim DHP if you need more help with housing costs if you are in receipt of Universal Credit with housing costs towards rental liability or Housing Benefit. These payments can help towards shortfalls in rent payments. For example, bedroom tax or benefit cap.
- Personal Independence Payments – Personal Independence Payment (PIP) can help you with some of the extra costs if you have a long term ill-health or disability (this also includes mental health conditions). You can claim PIP whether you're working or not.



# Your voice matters



As we value your opinion and we are committed to improving services for our customers, we have once again asked M·E·L Research to deliver a phone survey to find out how we dealt with you throughout the pandemic. M·E·L Research is an independent research company who carries out regular surveys on our behalf.

The survey will take place between October and November 2020. The researchers won't be calling everyone and those who are invited to take part have been randomly selected. For those who have already been contacted and provided some feedback we would like to thank you.



If you haven't received a call but would like to let us know what you think, we are still keen to hear from you. There are many other ways you can give us your feedback. All responses will be anonymised.

If you have any other questions about the survey or would like to give us some feedback, please contact us on **0115 916 6066 (option 3)** or email **housing@tuntum.co.uk**

## Understanding the stages of a complaint and the Ombudsman services

**The Housing Ombudsman Service is set up by law to look at complaints about the housing organisations that are registered with them. Their service is free, independent and impartial.**

Before you escalate a complaint to the Ombudsman make sure you have followed the process below:

### 1. You have told your landlord about the problem.

The first step is to report the problem to us. We might be able to put things right. We have our own complaints procedures (<https://www.tuntum.co.uk/complaints/>) that is easy to use, fair and designed to put things right.

### 2. Complain to a designated person.

If you are unable to resolve your complaint through Tuntum's complaints procedures you can contact a designated person who can also help find a solution. The designated person can be an MP, a local councillor or our Independent Complaints Panel. Their role is to help resolve disputes between tenants and their landlords which they can do in whatever way they think is most likely to work. If the designated person cannot help they can refer a complaint to the Ombudsman. If you have decided

not to contact a designated person you can go directly to the Ombudsman eight weeks after your landlord has given you its final response to your complaint.

### 3. Escalate your complaint to the Ombudsman.

The Ombudsman will deal with each complaint to find the best outcome for your individual circumstances. Once they receive your complaint they may:

- Refer the case to a different organisation if it is an issue they cannot make a decision about because it is not in their jurisdiction.
- Work with you and your landlord to resolve the dispute under their early resolution procedure. For example they can use their experience of resolving complaints to make suggestions to the landlord and/or the resident if they believe there is a way to resolve the complaint.
- Carry out an investigation; they only do this for those complaints where they decide an investigation is proportionate to the circumstances and evidence before us, for example complex complaints involving many issues.

**If you want to know more about the Housing Ombudsman Service visit [www.tuntum.co.uk/ombudsman/](http://www.tuntum.co.uk/ombudsman/)**

## Housing Ombudsman Service



# Preparing your home for winter

With many of us working from home for the foreseeable future, our houses have become our offices as well as the place we spend the majority of our free time. So it's really important that you cooperate with us in preparing your homes for the colder months and making sure your boiler is working safely.



A well maintained boiler will be more efficient, which could then save you money on your fuel bills. Turn on your boiler for a short time to test everything is working as it should, if not then let us know and we will arrange an engineer to come and resolve the issues.

There are some checks you can do first:

## • Gas and Electric

Ensure that you have credit on both meters and they are working for example, check whether your cooker and/or gas fire are working to enable the boiler to switch on and fire up.

## • Boiler Pressure

If your boiler's been out of action for a while and you're only just turning it back on, the pressure should be around the 1 – 1.5 bar. If it's showing less than 0.5 bar, you'll need to let us know.

## • Radiators

Check that they are switched on at the valves and that the radiators are heating up properly. Let us know any that are not getting warm. If needed, thermostatic valves can be set in the individual rooms.

## • Leaks

If water is leaking when the boiler is on then let us know and we will get it looked at as soon as possible.

These tips will ensure your boiler will keep working throughout the winter, heating your home and helping to create a cosy place to live and work.

**It is our responsibility to service all appliances each year and it is important we have your cooperation to do this. Not having access to your home is the biggest problem we have when carrying out this vital service. So when you have made an appointment for this service, it is important that you are there to let us in.**

# Key Performances and Targets for 2019/20

GREEN = target currently met.

AMBER = failed target but within tolerance levels

RED = failed target by more than 10%

Category	Target 2019/20	Performance 2019/20	Target 2020/21
<b>General Needs Housing</b>			
Current tenants' rent arrears	3%	2.41%	3%
Rents collected	100%	100.52%	100%
Rents lost due to empty property	1%	0.48%	1%
No. of properties surveyed	20%	20%	20%
Tenancy turnover	Below 3%	5.42%	Below 3%
Re-let time	21 days	26 days	21 days
<b>Sheltered housing and specialist schemes</b>			
Current residents rent arrears	2%	1.9%	2%
Rents collected	100%	94.82%	100%
Voids	4%	3.76%	4%
<b>Health &amp; Safety</b>			
Up-to-date gas safety certificates (CPI2)	100%	99.7%	100%
Properties tested for legionella	100%	100%	100%
Asbestos surveys - undertaken for properties built pre 2000	20% per annum	20%	75 properties
Fire (Full compliance) - Undertake Risk Assessments and Implement Recommendations	100%	99%	100%
<b>Surveys conducted by MEL Research</b>			
Overall satisfaction	85% plus	84%	85% plus
Repair satisfaction	85% plus	76%	85% plus
Rents give Value For Money	85%	87%	85%
Response to complaints	90%	94%	90%
<b>Repairs carried out within agreed response time</b>			
Emergency	100%	98.5%	100%
Urgent	90%	95%	90%
Routine	90%	95%	90%
All Repairs	93%	96%	93%




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