

ANNUAL REPORT

2019/2020



Cox's Lane, Mansfield

Summer breeze makes me feel fine

Seals and Crofts



GOOD QUALITY
HOMES AND
EXCELLENT
SERVICES
FOR DIVERSE
COMMUNITIES

What our customers tell us

During 2019/20

Chief Executive's Introduction

A year of opportunity and fresh challenges

Welcome to our Annual Report 2020. The purpose of this report is to provide our customers and stakeholders with an overview of our significant achievements during the year ended 31st March 2020. We have chosen a bright and upbeat Summer theme to represent our optimism for a time when Covid is greatly reduced which we hope will happen by the start of **SUMMER** 2021. This thought is expected to cheer you up as you read about our performance.

During the year we were able to strengthen our plans for future growth with the investment of

Where we performed satisfactorily:

Overall Services provided by Tuntum



84%

Rent provided value for money



87%

Neighbourhood as a place to live



78%

Satisfaction with the overall quality of the repairs work



79%

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

£42.5 million from Macquarie Infrastructure Debt Investment Solutions (MIDIS). We were very pleased to develop this new relationship to sit alongside our other financial institutions with whom we already have excellent partnerships.



After a substantial review of our operational structure we implemented a number of changes for the better with new teams in housing management and maintenance and a new IT system. However due to the restrictions caused by the lockdown we are only just beginning to see the benefits of this new structure. Nevertheless, we look forward to the time when we can get our new estate and customer resolution teams and our new customer excellence lead working to full capacity with our tenants in a Covid free environment.

Have a safe Winter and we join you in looking forward to an enjoyable **SUMMER** in 2021.

Richard Renwick, MBE

Where we performed unsatisfactorily and are aiming to improve in the coming year:

Tuntum listen to your views and acts upon them

62%



Satisfaction with the recent repair and maintenance



76%

I love how summer just wraps its arms around you like a warm blanket

Kellie Elmore



West Terrace, Ilkeston

Responsive services

During 2019/20

Complaints received went from 137 in 2018/19 to 72 in 2019/20



94%

were responded to on time

100.52%



Our rent collection has reduced from 107.65% in 2018/19

Rent arrears for general needs increased from 2.05% in 2018/19



2.41%

Number of Antisocial behaviour cases dealt during the year



Number of antisocial behaviour resolved during the year



Break down of the issues we resolved:

Grade 1

Crime = 5



Grade 2

Noise = 15



Grade 3

Other ASB Issues:

(incl. fly tipping, drinking and intimidation):

39



5.42%

More people are ending their tenancy, increasing our stock turnover from 5.25% in 2018/19

Rent loss due to voids have increased from 0.35% in 2018/19

0.48%

One must maintain a little bit of summer, even in the middle of winter

Henry David Thoreau

Marmion Road, Nottingham



"My home is absolutely excellent! I'm so happy in my new home. I really did not like where I lived before and now at last I have my sanctuary." Anna



26 days

On average, between tenancies our properties are empty. (23 days in 2018/19)



62

We let 62 properties. (101 properties in 2018/19)

LET

9

We supported 9 mutual exchanges. (15 mutual exchanges in 2018/19)



9

We moved 9 customers into new developments. (40 in 2018/19)



Mending, fixing and replacing

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

During 2019/20

We spent over £2.16 million (£2.2 million in 2018/19) on our properties in the following areas:

30%
Responsive



This is what our maintenance team have been up to in the 2019/20:

7%
Re-let

16%
Cyclical



47% Planned and Improvements

Tuntum residents and staff working together for a better service. Head of Asset Management and Development delivering a presentation to tenants in February 2020.

A little bit of summer is what the whole year is all about

Charles Bowden

96.2%

of all repairs were completed on time



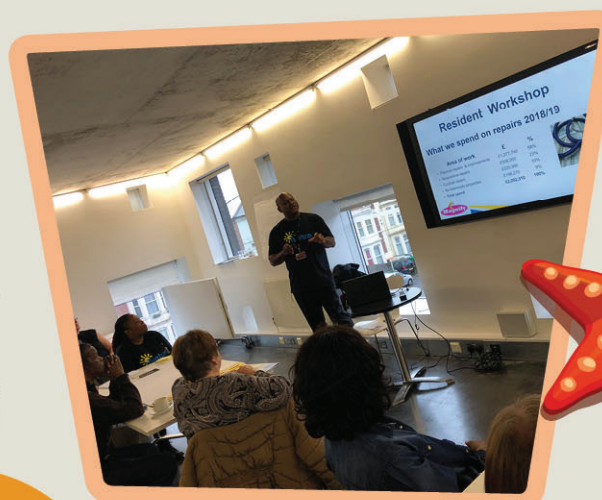
We spent over

£105,000

on replacement heating systems and

£124,000

on new windows and doors



25

We replaced the roof coverings to 25 properties, as part of the Planned Roof Replacements programme. (22 in 2018/19)



60

We have replaced 60 boilers. (70 in 2018/19)



14

We have upgraded 14 bathrooms. (10 in 2018/19)



47

We replaced the windows and external doors to 47 properties as part of our Windows and Door Replacement programme. (51 in 2018/19)



18

We have upgraded 18 kitchens. (25 in 2018/19)



25

We completed and undertook re-pointing work to 25 properties as part of our External Work programme. (22 in 2018/19)



Better lives

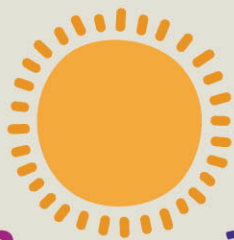
During 2019/20

When the sun is shining I can do anything; no mountain is too high, no trouble too difficult to overcome

Wilma Rudolph

Newly accommodated homeless people in

Temporary Accommodation



Newly accommodated elderly residents in

Sheltered accommodation

67
People



17
People

Barbara and Jane, enjoying an afternoon of activities organised by staff and residents of Lyn Gilzean Court.

Refugee Futures Project



Syrian family delivering a cooking lesson as part of the International Food week at Holgate academy.



Marwa Alshaieb, from one of our Syrian families, received the Courage Award presented by the Mansfield Rotary Club.

1

Refugee who became self employed

7

Refugees in paid employment

20

Refugees attended ESOL classes

75

Refugees supported under the Vulnerable Persons Resettlement Programme

7

EU migrants

4 out of the 7 have jobs and accommodation secured by their Tuntum support worker

We worked with Tesco Hucknall staff and organised for our clients to see what happens behind the scenes at a major retailer. This included shadowing store staff, and looking at interview skills with HR staff.

10 Syrian women from Mansfield and Ashfield who took the Food Safety Foundation course and are now qualified.

Our refugee families took part in a Food and Hygiene safety training, food markets within Ashfield District Council area.

Our refugee families in Mansfield and Ashfield attended regular ESOL classes, which shows that the ESOL provision in these areas was outstanding, with high attendances.

How we spent each pound

During 2019/20

Every pound we spent was on the following:

30p
£2,208,000
Loans interest

11p
£838,000
Specialist services



29p
£2,162,000
Repairs and improvements

Summertime is always the best of what might be

Charles Bowden



TOTAL:
£7,407,000

1p
£60,000
Prop sales

6p
£468,000
Others

23p
£1,671,000
Management & admin



1p
£62,000
shared ownership sales

2p
£181,000
Other

11p
£887,000
Specialist services

Where each pound came from:

86p
£6,846,000
Rent and services

TOTAL:
£7,976,000



During the year Didia Antonio was appointed as a new Associate Board member and later elected to full Board membership in September 2020. Didia who is originally from Angola, has been living in one of our homes since 2012. "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.

New homes

During 2019/20

Homes started

Homes completed

New homes approved
(not yet started):



More efficiency

Income and Expenditure

Year ended 31st March 2020 (£)

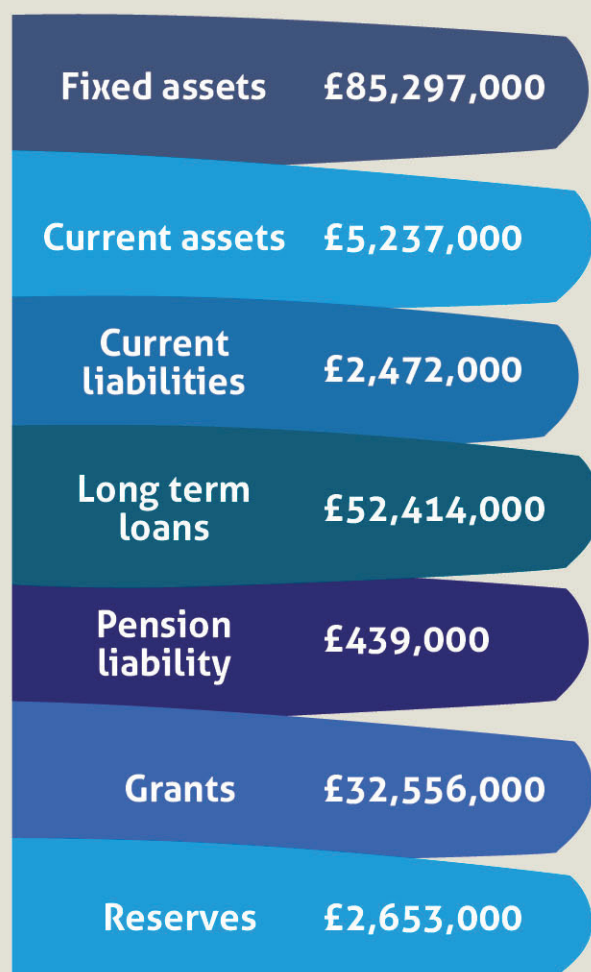
Total income **£8,559,000**



The above information excludes any non-cash adjustments.

Financial Position

At 31st March 2020 (£)



MACQUARIE

We received £42.5 million debt facilities

We 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 has enabled us to repay some existing debts and will fund the development of up to 280 new homes for affordable rent and shared ownership sales over the next five years.

*You cannot build a house
for last year's summer*

Ethiopian Proverb

How we work with the community

During 2019/20



Shall I compare thee to a summer's day?

William Shakespeare

In partnership with Nottingham Counselling Service BAC-IN (St Ann's), and Chayah Project (St Ann's), we secured £418,410.34 from Comic Relief to 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 is for three years and the project, Headwize, started in October 2020.



Our Refugee Future's team in partnership with Holgate Academy in Hucknall organised for the presentation of the powerful and thought provoking 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, highlighting the journey, experiences and realities that the Syrian refugees have taken to get to the UK.

The Resident Scrutiny Event in February 2020 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.



Every year we sponsor the Nottingham Black Achievers Award and in October 2019 Donna Briscoe-Green was the winner for Music, Art and Culture. In the picture: Junior Hemens, Tuntum Chair, second from the left, and Donna Briscoe-Green in the middle.

Using the HACT model we delivered £555,421 of social value during the year.

We organised a virtual celebration for Windrush Day in partnership with Nubian Link, Black Miners Museum Project, Nottingham Carnival and Nottingham Black Archive. The event was comprised of short films, round table discussions and the opportunity to watch the Green Illuminated Council House live.



Our Syrian refugee community produced some beautiful costumes during workshops led by carnival artist, Yasmin Long and participated in Nottingham Carnival 2019. They learned to make carnival art including hairdresses and collars and took part in the Tuntum troupe - Ignite the Masquerader.



Children of our tenants were invited to enjoy the Tuntum 'KIDS ZONE' at the Nottingham Carnival. Children, teens and adults got involved in face painting, glitter paints, colouring in our crafts area, trying on carnival costumes and taking pictures in our selfie board!



Nottingham Carnival 2019



Nottingham Carnival 2019



Nottingham Carnival 2019

We've gone the extra mile during the lockdown

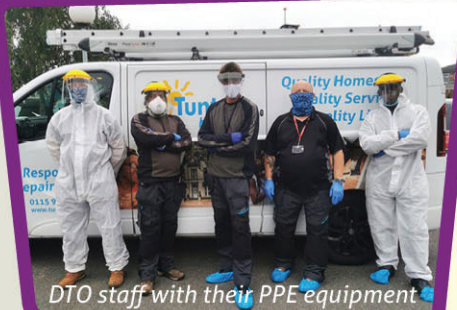
Here comes the sun. Here comes the sun, and I say it's all right

The Beatles



During the pandemic we:

- Created a dedicated section on our website to deliver the latest news on coronavirus and any changes to our services.
- Connected our tenants and residents through our Tenant's Facebook group, enabling them to help each other during lockdown.
- Created a special food bank to support our elderly residents during lockdown.
- Provided all our staff with PPE kit and placed protective screens in the offices.
- Made sure that all staff were able to work effectively from home.
- Created guidelines to ensure all repairs were performed in a covid secure way.
- Worked with the council and voluntary services ensuring that they were aware of the needs of our most vulnerable tenants.



DTO staff with their PPE equipment

Keeping in touch with vulnerable residents

Our most in need received calls on a weekly basis from our staff. Each week, on average, our staff made the following additional calls during the lockdown specifically enquiring about the wellbeing of our tenants:

To our general needs homes



To our temporary accommodation



To our sheltered schemes



"I truly did not expect all of this attention and help. We have had a non-stop chain of food and supplies through Tuntum Housing Association and you have put yourselves on the line for us, and put us first, even before yourselves."
Ms D Ellis of Lyn Gilzean Court

Making visiting safe!

We installed washing basins at Lyn Gilzean and Balisier to ensure that all visitors and staff can clean their hands before entering the buildings.



Tuntum Hardship Fund

We created a Hardship Fund to assist some of our tenants in need during the pandemic. Five residents have benefited from it so far. We have purchased two tenants new cookers, assisted a self-employed tenant with a small grant to help with his rent arrears and assisted two of our specialist residents with purchasing a computer each for their college studies.



"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."

Daniella Clarke former resident at the Old Vicarage



Nottingham Carnival

The Nottingham Carnival 2020 went virtual with the title "Not on de road...but online". It was a real success with nearly 8,000 views from all over the world. All Nottingham troupes and guest troupes participated in the online parade. Tuntum staff and members of the public contributed to the virtual parade by sending their own videos that were added to the people's section of the parade at the end. The parade can be watched on the Nottingham Carnival YouTube channel at <https://youtu.be/nDpkb-OR4ZE>



Richard Renwick, CEO, introducing the Nottingham Carnival 2020 Virtual parade

We worked in partnership

During 2019/20

As we review our achievements for the year ended 31st March 2020 we reflect on the challenges presented to us by the lockdown during the months that followed. Like the rest of the country, our staff were given a very short timeframe in which to make arrangements to ensure that we could work from home effectively and safely continue to provide an efficient and caring service to all our customers.

The board were very pleased with the way the staff responded particularly in the light of the unique additional challenges brought about by the changes made to our operational structure and with the introduction of a new IT management system. The caring side to our organisation shone through with arrangements made to keep in regular contact with our more vulnerable tenants and ensure that local council and voluntary services were aware of their needs. In addition, we immediately established a Hardship Fund and were able to create an emergency food bank for our elderly residents.

As we see the situation improving over the next few months especially with the discovery of the vaccines, we hope that we would soon see most of the Covid crisis behind us and will be able to enjoy our **SUMMER** of 2021.

Junior Hemans, Chair

Members of Tuntum Board

As at September 2020

Junior Hemans, BA, MBA: CHAIR

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

Ade Aderogba, MBE, MCIH, DPA, FCIS

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

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

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

Chris Jones, Development Director

Didia Antonio, Tuntum tenant

Kwabena Osayande, BA (Hons), MSc

Mark Taylor, MBA, ACA, MSc, BSc

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

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

The Board confirms that we comply with the terms of the NHF Code of Governance.



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

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

/TuntumHA
 /TuntumHA