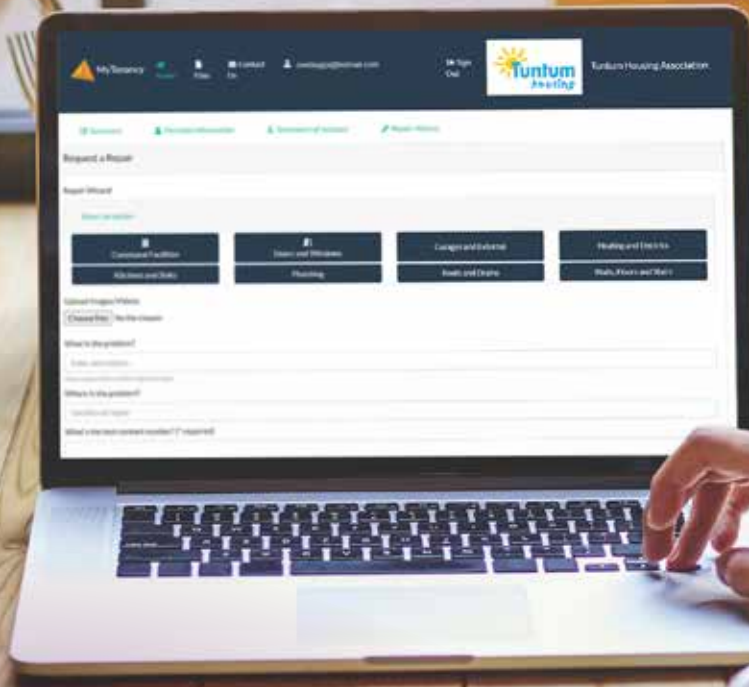


# ENGAGE

SPRING 2021



## New Tenants' Portal

*You can now manage all your information and services via the new portal!*

**Page 3**

**New text messaging service available**

*Page 3*

**Residents scrutiny update**

*Page 6*

**Demystifying the COVID-19 vaccine**

*Page 8*

# Summer Garden Competition

Our Garden in Bloom competition is back!  
All tenants and residents are welcome to participate.

THE CATEGORIES WILL BE:

- **Best Garden**
- **Best Container Display**  
- for single, small or large collections of pots, hanging baskets, or window boxes
- **Best Community Garden**
- **Best Edible Garden**

The prize will be a **£50 LOVE2SHOP VOUCHER** for the winners. Judging will take place in July 2021.

We will be giving out a **FREE PLANT POT** delivered to your door if you want to take part.

Please register your interest by contacting contact **Christina Morgan-Danvers**, Customer Excellence Leader, on **0115 916 6074** or email **ChristinaMorgan-Danvers@tuntum.co.uk**

## New immigration rules for European Nationals living in the UK

The new visa application process for European Economic Area (EEA) to live, work and study in the UK came into effect from the 1<sup>st</sup> January 2021. Further information on how to apply for a visa and how the new immigration system works can be found at:  
[www.gov.uk/guidance/new-immigration-system-what-you-need-to-know](http://www.gov.uk/guidance/new-immigration-system-what-you-need-to-know)

EEA Nationals are exempt if they are an Irish citizen or currently living in the UK and have been granted settled or pre-settled status under the EU Settlement scheme. Further information on your rights to reside can be found at:  
[www.citizensadvice.org.uk/benefits/claiming-benefits-if-youre-from-the-EU/before-you-apply/check-if-you-have-the-right-to-reside-for-benefits](http://www.citizensadvice.org.uk/benefits/claiming-benefits-if-youre-from-the-EU/before-you-apply/check-if-you-have-the-right-to-reside-for-benefits)

## The noise app is now available to our residents!

### What does the noise app do?

If you are bothered by noise, then our new noise app can help. You can make audio recordings of the noise (up to 30 seconds). You can also enter details about the nature of the disturbance. This can then be easily shared with us to support your complaint. The audio clips are unlikely to be sufficient on their own to determine if the noise is a statutory nuisance, however, they can be very helpful in deciding your priority level and helping your complaint progress quickly.

The app is available on Android or iPhone stores and is free.



## Don't forget...



If you're claiming Universal Credit then you need to update your Journal with the 21<sup>st</sup> of April rent change. Only report changes when you are prompted in your 'to-do' list from the 5<sup>th</sup> April 21. Please contact us on **0115 916 6066** if you require support with this.

## English not your first language?

**Don't worry!** We've changed our website so you can now view it in your first language.

You can also email our Admin team at **admin@tuntum.co.uk** if you need any of our leaflets or forms translated.



## Paying your Rent

If you are finding it difficult to pay your rent, please contact us ASAP to discuss payment options. Our Income Management team will be able to discuss the support that may be available to you. If you are needing support in claiming Universal Credit please get in touch.



## Rent increase

**From April we will be increasing rent payments for our customers in line with tenancy agreements and government guidance.**

This additional income will allow us to manage and maintain our properties and keep our customers' homes at their best. This will also pay for the additional support our staff give to help our residents and tenants sustain their tenancies. We appreciate this comes at a challenging time for customers and we want to remind you that we are here to support you. For more information on our **Money Advice** or **Employment Advice** services click the links.

# We have launched TWO NEW exciting ways to communicate with us – 24/7

## Sign up to our new tenants' portal: **MyTenancy Online!**



MyTenancy portal provides you with control over your personal information via a secure online portal that is available 24/7. You will be able to:



### Online Security

You can now view your data at any time with the assurance of maximum online security.



### Self-Service Portal

MyTenancy provides you with control over your account security, including:

- Self-registration and email validation
- Forgotten password re-set
- Manual password re-set

In addition, you will be able to manage your personal information with MyTenancy's self-service features.

### Rent Payments and Reporting Repairs

MyTenancy also includes features designed to promote digital independence, including: **"Make a Payment"**, a link to AllPay allowing you to pay your rent and help reduce your overall



arrears levels. Please note it may take 1 working day for your payment to show within the portal.

You can also use the **"Request a repair"** option to report any maintenance issues along with supporting photos.

### How to REGISTER:

Go to our website: [www.tuntum.co.uk](http://www.tuntum.co.uk), click on **'MYTENANCY'**, and then **'Create Account'**. You will need the email you have registered with us. If you have forgotten or would like to change this e-mail, then please contact us at [admin@tuntum.co.uk](mailto:admin@tuntum.co.uk) or **0115 916 6066**. Once your account is created you'll be able to manage all your information safely.

Dorothy Ellis, Magnify member, also tested the portal and said: *"I've tested the new website for tenants and I found it very rewarding. From now on I will use the new website to pay my rent; and check out the services provided. Thank you for giving me the opportunity to help with the new tenants' portal."*

## We are also introducing a new SMS instant **Text Messaging Service**



If for some reason you are unable to access your account via 'my tenancy' but would prefer to send us a text then why not use this new service.

This new service will enable you to view information 24/7 about your rent, account balance, request an update on your repair, request a new card payment or set up a new direct debit any time via SMS text messaging.

### How to use the Text Messaging service:

1. You will need to make sure we have your latest contact details. To update your details please get in touch via 'My tenancy', email [housing@tuntum.co.uk](mailto:housing@tuntum.co.uk) or phone us at **0115 916 6066**.
2. Save the following number to your phone contacts as "Tuntum Messenger": **07458 029 413**
3. This is what you need to text to receive your information:

Text **RENTS**, then follow with a descriptive message like; 'I need to discuss my rent', 'I need an update on my account', etc. It will generate an email to our Housing Officers who will give you a call back to discuss your query.

Text **BAL** and you will get your latest account balance.

Text **REPAIR**, then write a descriptive message of what you require. For example: 'Boiler is not working', 'Update on my repair', etc. It will alert a member of staff who will deal with your request and get in touch with you, if necessary.

Text **CARD** if you want to request a new payment card.

Text **DD** if you would like to setup a new Direct Debit.

4. In addition, we will also be using this service to send you a text about:

- Repair appointments
- Requesting feedback on our services

**PLEASE NOTE that from the 30<sup>th</sup> June 2021 you will no longer be able to 'report a repair' using our online form on the Tuntum website.**

**PLEASE REGISTER FOR THESE TWO NEW SERVICES - NOW!!**

AS ALWAYS WE WELCOME YOUR FEEDBACK ON ANY NEW SERVICE WE PROVIDE. SO PLEASE TELL US VIA OUR NEW PORTAL HOW YOU THINK WE CAN IMPROVE THIS NEW SERVICE AND IF WE IMPLEMENT YOUR SUGGESTION WE WILL SEND YOU A £50 VOUCHER AS A THANK YOU FOR YOUR VALUABLE CONTRIBUTION.



# Introducing our new Customer Excellence Leader

As our new Customer Excellence Leader, **Christina Morgan-Danvers** will oversee and lead on complaints, engaging our residents to improve the service we deliver and, how we respond to the feedback we receive. She is excited to see what we can achieve together.

*"I'm looking forward to meeting and talking to all our tenants about Tuntum and the services we provide. I am really keen on getting more residents involved in shaping our services, so that we work better for you, our residents. I'm meeting with all of our Magnify Scrutiny Panel members to devise a plan of action for the year for you to get involved in!"*



We have organised training for some of our Magnify members to make sure that our scrutiny projects are effective and deliver for you. They'll be going on a course with HQN in April.



We'll be sending out survey links to get feedback from you on how we're doing. We'd love you to be involved, if you'd like to learn how you can help get in touch with [ChristinaMorgan-Danvers@tuntum.co.uk](mailto:ChristinaMorgan-Danvers@tuntum.co.uk).

Magnify is a scrutiny panel made up of Tuntum residents, if you want to join them get in touch with Christina.





# Resident Scrutiny Event

Last year February we held a resident scrutiny event on the communications around the repairs appointment process. Staff and residents were able to co-create recommendations that would address these concerns and more.

A progress update on the six key areas of focus is below:



## 4 Residents' involvement in selecting contractors.

In light of the COVID-19 pandemic we have not selected any new contractors so this piece is yet to happen. However we are improving the way we monitor contractors performances, which will enable us to better review our panel of contractors. When this happens we will be involving the scrutiny group in that process.

## 1 Freephone number to contact Tuntum is required due to wait times.

We are in the process of securing a new phone system so that we can monitor the traffic of calls to establish the demand on service and confirm staffing requirements. This will be completed in the next few months.

## 2 Keep residents informed of when attending via text, phone call, 1 day / 1 hour before.

We installed a new internal IT system during the summer last year, and one of the benefits of this system is its ability to text our residents. We have been testing this functionality and hope to have it up and running soon.

## 3 Scheduling program could be introduced.

We recognise you want to know when you will be having a scheduled works happening in your home, and we will be improving our level of communication in this area. Last year due to the pandemic we had to reschedule a lot of the major improvements to properties. We have subsequently increased the budget for these repairs next year as you can see in the newsletter and we will improve our level of communications this year.



## 5 Collect feedback in different ways - possible suggestion box at schemes.

We are acquiring suggesting box shortly, however in addition to suggestion boxes we will be obtaining more regular resident feedback using Survey Monkey.

## 6 Able to book own appointment.

In your new tenants' portal, MyTenancy, you will have the ability to book your own appointment, please read the article on page 5 about MyTenancy.



# Resident Engagement Survey results



Last year, during the months of October and November, we worked with MEL Research to complete a resident engagement survey. We love to hear what you have to say about Tuntum! We know 2020 was a tough year for everyone and the pandemic did make it difficult for us to provide the level of service we know we can.

## So the survey says that...

**77%** of you are satisfied with the **service provided** by Tuntum

**81%** of you are satisfied with the **overall quality of their home**

**87%** of you are satisfied that Tuntum provides a home that is **safe and secure**

**75%** of you are satisfied that Tuntum Housing is **easy to deal with**

**72%** of you are satisfied with the **repairs service**

**76%** of you are satisfied with the way **Tuntum communicates**, this was the same when looking at the lockdown specifically March to June 2020

## Some comments from the survey that we're proud of:

*"The staff on the whole are amazing."*

*"At this point tuntum is delivering a very good service to the residents who need support and has had support with their property and keeping everyone updated with the services they are providing."*

*"Nothing to add just wanted to say thank you."*

*"Thanks you doing very well."*

*"Nothing very good service all round I've never had a problem with your service thank you."*

*"They do a brilliant job and well spoken."*

*"Very happy with service."*

## Housing Ombudsman Service

From 9<sup>th</sup> March the Housing Ombudsman Service started to publish online all decisions in cases they have investigated. You can find these on the link below. They show you the wide range of issues they handle and the outcomes they reach. This archive will be updated every two weeks with

the aim of improving transparency and learning in the sector. You'll be pleased to see that we have no cases that have been published. We're working on making sure we learn from the complaints that are made to us so that we are providing you with the best service we can.

[www.housing-ombudsman.org.uk/decisions](http://www.housing-ombudsman.org.uk/decisions)



**Housing**  
Ombudsman Service

# Catching up with our outstanding repairs

Due to the coronavirus pandemic some of our planned major works services had to be temporarily postponed as they were not considered to be urgent or emergency repairs. This includes the installation of new kitchens, bathrooms, windows and doors. We know that many of you were disappointed with that decision but as you would appreciate, we had no choice in the circumstances. Our intention now is to ensure that we get all these done over the next twelve months and to enable this we have increased our budget for these repairs which will enable us to provide the following:

**new kitchens for 50 homes**

**new bathrooms in 40 homes**

**new double glazing windows in 32 homes**

**new roofing in 33 homes**

**new boilers in 63 homes**

**and repair the external walls in 25 homes**

## New service level standards from our contractors

In our new last tenants survey conducted in October/November 2020 a number of you (28%) expressed dissatisfaction with our repairs service. As always, we take note of your concerns and are taking steps to improve our service. One of these steps is to get our contractors who deal with you on a daily basis to improve their relationship with you via an improved Service level Agreement. This will set out a series of service standards that you can expect when receiving a repair including:

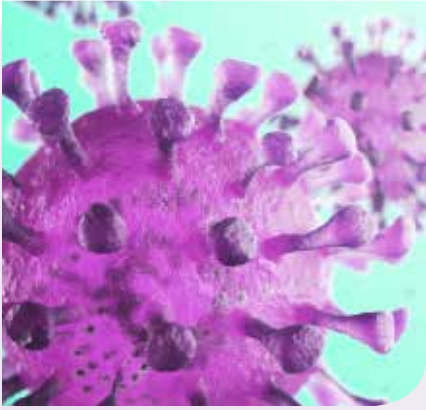
- **Getting appointments on dates and times that are convenient to you**
- **Getting the repair done right at first visit**
- **Having repairs undertaken to the highest standard and quality**
- **Receiving a service which ensures residents comfort, health, safety and security**
- **Receiving timely reminders about when an appointment is due**
- **Receiving a repairs service to the promised performance standards and targets.**

The Agreement also sets out how contractors are expected to conduct themselves when carrying out repairs including:

- **Dress code**
- **Showing formal identification**
- **Operating in a clean and tidy manner**
- **Respecting both residents and their home**
- **Contractors being appropriately qualified and skilled to undertake the work**
- **Contractors having the necessary security checks.**

To make sure this Agreement is the best it can be, we will be engaging and consulting with our resident scrutiny panel Magnify. In addition we would like to invite any resident that is interested in taking part in a sounding board and consultation group to discuss the draft contractor service standards. If you are interested in helping us shape the service that you receive please email us at [repairs@tuntum.co.uk](mailto:repairs@tuntum.co.uk). If you wish to speak to someone about this please call Barrington Billings on **0115 912 1291**.





# Demystifying the COVID-19 vaccine



Unfortunately, misinformation about vaccines is making some people feel less confident about having one. Below are a series of myths and the real answers to them.

## Can vaccination give you COVID-19?

COVID-19 vaccines cannot cause COVID-19 infection. The myth that vaccination can give you COVID-19 seems to stem from a misunderstanding about what vaccines are and how they work.

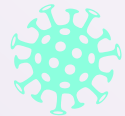
Many traditional types of vaccine contain a weak or inactive form of the infection they protect against. Your body then develops antibodies. These fight off infection, without you experiencing the full symptoms of the disease. If you have contact with the disease again, your immune system remembers and protects you again. This means you have developed immunity to the disease. Because these vaccines do not contain any 'live' virus or bacteria, they cannot cause the infection they are designed to protect against.



## Are the side effects of COVID-19 vaccines usually mild?

COVID-19 vaccines do not, for most people, cause more than mild side effects. These generally last for one or two days and may include:

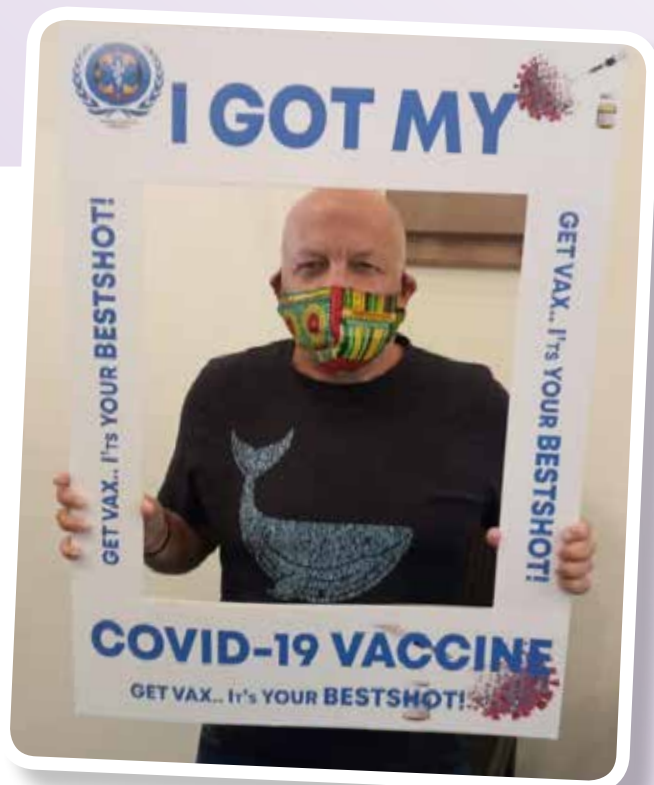
- arm pain
- muscle or joint aches
- fatigue
- flu-like symptoms



Side effects are looked at carefully as part of the rigorous clinical trials that new vaccines must go through.

*"It is important that we all get vaccinated as soon as possible in order to protect our family, friends, colleagues and of course ourselves from this horrific virus that has devastated the lives of so many people. I got my vaccine when my turn came up and I had no adverse reactions. I feel so much better now that I am protected."*

**Richard Renwick,**  
CEO







*"I chose to get the vaccine as I believe it will help protect my family, friends, society and myself. I weighed up that I'd rather have the vaccine than covid."*

**Jane Fox,**  
Finance Manager

### It's all been done so quickly - can we trust this?

Firstly, recent work on Ebola and Zika vaccines gave scientists a head start. Secondly, there was plenty of funding. The scientists found safe ways to speed up the usual trials - helped by lots of willing vaccine volunteers. The scale of the pandemic also meant they could quickly see if the vaccines were working. Tens of thousands of people in the UK, Brazil, South Africa, Turkey, the USA and elsewhere took part in trials. Since being approved for use by medical regulators in several countries, millions of people have been safely vaccinated.

### Are there are better ways to protect yourself against Covid-19?

Early in the pandemic, some myths on social media suggested that drinking alcohol and eating high alkaline foods would protect you from Covid-19. This isn't true. Some health and wellbeing online influencers suggest that vaccines stop your body from protecting you naturally. This is not true either. It is true that eating well and taking care of yourself are good for your general health. Taking Vitamin D - which most people living in the UK lack - is also highly recommended for boosting your immune system. However, getting the jab is by far the best way available to protect yourself from Covid-19 - even if you have already had the virus

### Could the vaccines affect your DNA or fertility?

The Royal College of Obstetricians and Gynaecologists, and the Royal College of Midwives, say there is no cause to worry about your future fertility, as the vaccines can't affect your DNA.

### After vaccination, do you still need to follow COVID-19 safety guidelines?

But even after you have taken the vaccine, no vaccine approved against COVID-19 is completely effective in every case.

The COVID-19 vaccines can prevent people from being seriously ill from the infection. But to minimise the risk as much as possible, it's important that all of us keep practising social distancing, wearing face masks and washing our hands regularly in line with the latest government guidance.



*"I took my first vaccination in March and I had very few side effects; only a bit of muscle ache. I see this action as a collective responsibility. Individual action won't change much, but all of us taking it means reclaiming our freedom. So let's do it together!"*

**Tatiana Woolley,**  
Communications Officer

# Get to know our new Housing Services staff



## LOUISE CLUTTERBUCK

Our new Income Management Assistant supports the Income Management Officers and provides support to our residents in relation to their rent account. Louise can be contacted at [louiseclutterbuck@tuntum.co.uk](mailto:louiseclutterbuck@tuntum.co.uk)



## SAM FYNS

Our new Neighbourhood Impact Officer is responsible for managing tenancies, estates and investigating ASB in the following areas:

- Hinckley
- Barwell
- Leicester
- Loughborough
- East Leake
- Long Eaton
- Sawley
- Chilwell
- Sandiacre
- The Meadows, Nottingham
- Sneinton, Nottingham
- West Bridgford, Nottingham
- St Anns, Nottingham
- Mapperley, Nottingham
- Netherfield, Nottingham
- Gedling Nottingham
- Sherwood, Nottingham

Sam can be contacted at [samfys@tuntum.co.uk](mailto:samfys@tuntum.co.uk)

## MICHELLE GILBOURNE

Our new Neighbourhood Impact Officer is responsible for managing tenancies, estates and investigating Anti-Social Behaviour in the following areas:

- Burton Upon Trent
- Derby
- Ilkeston
- Borrowwash
- Keyworth
- Arboretum, Nottingham
- Clifton, Nottingham
- Lenton & Lenton Abbey, Nottingham
- Radford, Nottingham
- Dunkirk Nottingham
- Canning Circus, Nottingham
- Hyson Green, Nottingham
- Wollaton Nottingham
- Aspley, Nottingham
- Bilborough Nottingham
- Whitemoor Nottingham
- Broxtowe Nottingham
- Strelley, Nottingham

Michelle can be contacted at [michellegilbourne@tuntum.co.uk](mailto:michellegilbourne@tuntum.co.uk)



## KENRICK HUNTE

Our new Neighbourhood Impact Officer is responsible for managing tenancies, estates and investigating ASB in the following areas:

- Hucknall
- Mansfield
- Kirkby in Ashfield
- Bestwood Park, Nottingham
- Bestwood, Nottingham
- Top Valley, Nottingham
- Arnold, Nottingham
- Old Basford, Nottingham
- New Basford, Nottingham
- Bulwell, Nottingham
- Forest Fields, Nottingham

Kenrick can be contacted at [kenrickhunte@tuntum.co.uk](mailto:kenrickhunte@tuntum.co.uk)





**MARTHA JACKSON**

Our Allocations and Lettings Officer is responsible for allocating our new and existing homes and supporting our residents to move into alternative accommodation.

Martha can be contacted at [marthajackson@tuntum.co.uk](mailto:marthajackson@tuntum.co.uk)

**SAHIDA KANOM**

Our Income Management Officer is responsible for providing support, advice and reviewing rent accounts in the following areas:

- The Meadows, Nottingham
- Sneinton, Nottingham
- West Bridgford, Nottingham
- St Anns, Nottingham
- Mapperley, Nottingham
- Netherfield, Nottingham
- Gedling Nottingham
- Sherwood, Nottingham
- Arboretum, Nottingham
- Clifton, Nottingham
- Lenton & Lenton Abbey, Nottingham
- Radford, Nottingham
- Dunkirk Nottingham
- Canning Circus, Nottingham
- Hyson Green, Nottingham
- Wollaton Nottingham
- Aspley, Nottingham
- Bilborough Nottingham
- Whitemoor Nottingham
- Broxtowe Nottingham
- Strelley, Nottingham
- Old Basford, Nottingham
- New Basford, Nottingham
- Bulwell, Nottingham
- Forest Fields, Nottingham

Sahida can be contacted at [sahidakanom@tuntum.co.uk](mailto:sahidakanom@tuntum.co.uk)



**BHARAT SHARMA**

Our new Income Management Officer is responsible for providing support, advice and reviewing rent accounts in the following areas:

- Hinckley
- Barwell
- Leicester
- Loughborough
- East Leake
- Long Eaton
- Sawley
- Chilwell
- Sandiacre
- Burton Upon Trent
- Derby
- Ilkeston
- Borrowash
- Keyworth
- Hucknall
- Mansfield
- Kirkby in Ashfield
- Bestwood Park, Nottingham
- Bestwood, Nottingham
- Top Valley, Nottingham
- Arnold, Nottingham

Bharat can be contacted at [bharatsharma@tuntum.co.uk](mailto:bharatsharma@tuntum.co.uk)

# News from Refugee Futures

Refugee Futures has been awarded another contract with Mansfield District Council. As part of this contract we have employed Karolina Kostrzewa-Mousavi, who was originally a volunteer with us. Karolina will be working with the EU migrants in Mansfield.

Karolina, Assistant Support Worker, said: *"I started working for Tuntum as a volunteer with the Refugee Futures Team, which I have enjoyed. My main role is to interpret and translate but also engage and support service users. The transition from being a volunteer to becoming an employee means that I have the opportunity to grow, learn and develop. It allows me to work with a great dedicated team that makes positive changes in people's lives daily and I'm very happy and excited to be part of it."*

This new contract also provides a bespoke support service for ex-homeless people. This client group is historically very difficult to engage with and often are unable to sustain their tenancies for the long term due to their complex issues. Our Engagement and Employability Support Worker, Nicole Wood, will be working on this project and explains what it offers: *"I am excited about working with this new First Steps project in partnership with Mansfield District Council*

*and Action Housing. It will be a new challenge for me to work within the Housing First approach, which is evidence-based showing great results for people who have been entrenched in rough sleeping and who struggle to engage with services. I will be working with First Steps clients one day a week, providing 1-2-1 support with employability skills and exploring steps towards volunteering and employment."*

We were also successful in securing a contract to work with EU migrants across Nottinghamshire for six months. This has enabled us to allocate Ryan Justin, Engagement and Employability Support Worker, alongside Karolina to provide support to EU migrants in other areas of the county, e.g. Bassetlaw, Rushcliffe, Newark and Sherwood.



## Good to know...

# We want to hear from you!

Contact our Customer Excellence leader if you want to give us any feedback, join our scrutiny group, Magnify, or simply want to have a say on a service that matters to you. Contact **ChristinaMorgan-Danvers@tuntum.co.uk**

## Health and Safety contact

Issues with fire, gas or electrical safety ring our Compliance & Safety Officer:

Charles Cully -  
**0751 108 0904**



## National Domestic Violence

Freephone Helpline:  
24-hour helpline **0808 2000 247**  
[www.nationaldomesticviolencehelpline.org.uk](http://www.nationaldomesticviolencehelpline.org.uk)



## Spring Puzzle

Can you complete this puzzle?

Email us a snap of your completed grid  
**ChristinaMorgan-Danvers@tuntum.co.uk**  
and we will feature you in the next issue of Engage.

CHICK	BUTTERFLY
EASTER	CALF
RABIT	TULIPS
TADPOLE	RAINBOW
EGGS	SEEDS
DAFFODIL	KITES
HATCHING	BLOSSOM

E	S	P	B	Z	X	R	A	B	N	L	Z	S	D	H
A	C	R	U	A	E	A	S	T	E	R	X	A	F	A
H	H	G	T	S	C	B	D	V	M	K	C	B	G	P
I	I	T	T	D	V	I	S	C	Q	J	V	E	H	P
P	C	R	E	F	B	T	A	D	P	O	L	E	J	Y
S	K	O	R	G	N	P	F	S	E	E	D	S	K	H
E	L	P	F	H	M	O	G	X	C	G	B	S	L	A
D	G	B	L	O	S	S	O	M	W	A	N	P	Z	T
L	O	E	Y	J	Q	I	H	T	E	F	L	O	X	C
F	W	D	O	T	U	N	T	U	M	D	M	F	C	H
D	A	F	F	O	D	I	L	L	R	H	Q	I	K	I
T	R	A	I	N	B	O	W	I	T	A	W	U	I	N
U	W	R	U	K	W	U	J	P	Y	P	E	Y	T	G
E	E	T	I	L	E	Y	K	S	U	O	R	T	E	O
G	Q	Y	O	P	R	T	L	Z	I	E	G	G	S	T



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