

ENGAGE

AUTUMN/WINTER 2021



Coffee with the CEO

Sheltered housing residents give their feedback
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Foreword from CEO

Richard Renwick



It has been a busy time at Tuntum since we sent out our Summer edition of Engage and the increased size of this Autumn issue partly reflects this. For example, at the executive and board level we have been very preoccupied with our In Depth Assessment visit from the Regulator of Social Housing. All housing associations with over 1000 homes receive a visit from the Regulator of Social Housing every three or four years and our visit took place during this Summer. In the process we have learnt some useful lessons on how to improve our overall governance and how this will then lead to improved services for all our customers.

We are aware it is a tough time financially for many of you. The significant increase in inflation, in particular with much higher energy costs, coupled with the reduction in Universal Credit would be making life more challenging financially for everyone. For this reason we have included in this edition helpful guidance on how to improve your finances. This includes advice on how to economise on the cost of your heating bills and also information on where you can obtain free advice on budgeting matters. However, as chief executive I would always encourage you to seek help from our staff where possible.

Finally, thank you to Magnify for their advice on how we can improve the layout of Engage. We have tried to take their suggestions on board in this issue.

Wishing you all the best for the season.

Richard

Everyone deserves respect

We pride ourselves on having a great relationship with many of our tenants. We respect you and always try to do our best for you, and we expect the same level of respect.

We won't tolerate abusive behaviour. On rare occasions when our staff are treated in an abusive way, we will take action.

We acknowledge sometimes life can be stressful and that we don't always get things right, and this can be frustrating. Please try to remain calm, and we will always try to resolve any situations as quickly as possible.

Christmas opening hours

Please note the office premises will be open as follows:

Friday 24 December

Open 9am - 1pm

Monday 27

Closed

Tuesday 28

Closed

Wednesday 29

Open 9am - 5pm

Thursday 30

Open 9am - 5pm

Friday 31

Open 9am - 4pm

Out of hours emergency number 0115 915 2222



Annual report to tenants

GREEN = target currently met.

AMBER = failed target but within tolerance levels

RED = failed target by more than 10%

Category	Target 2020/21	Performance 2020/21	Target 2021/22
General Needs Housing			
Current rent arrears	3%	2.13%	3%
Re-let times	21 days	26.63 days	21 days
Rent collection	100%	101.48%	100%
Voids	1%	0.5%	1%
Tenancy turnover	5%	3.04%	5%
No. of properties surveyed (over 10 years old)	20%	4%	All properties over 10 years old that have not had a survey in the last five years.
Specialist & Sheltered Housing			
Current rent arrears	2% of rent receivable	3.9%	2%
Rent collection	100%	102.35%	100%
Voids: Temporary Housing	4%	16.4%	4%
Voids: Sheltered Housing	4%	2.3%	4%
Health & Safety			
Current gas safety certificates (CP12)	100%	99.9%	100%
Safe water - (Legionella)	100%	100%	100%
Asbestos surveys - undertaken for properties built pre 2000	100%	All pre 2000 properties have now been surveyed.	The next phase is to conduct annual reinspections which commenced in October.
Fire (Full compliance) - Undertake Risk Assessments and Implement Recommendations	100%	100%	100%
Reputation			
Overall satisfaction	85%+	77%	82%+
Repair satisfaction	85%+	73%	77%+
Complaints resolved by stage 1	At least 75%	88%	At least 75%
Complaints resolved by stage 2	At least 95%	92%	At least 95%
Cases sent to Independent Complaints Panel	5% or below	5%	5% or below
Repair response times			
Emergency	100%	99%	100%
Urgent	90%	97%	90%
Routine	90%	96%	90%
All Repairs	93%	96%	93%

Tuntum receives new Regulatory Judgement

Following a recent In-Depth Assessment, the Regulator for Social Housing has re-graded Tuntum from G1 V2 to a compliant G2 V2.

You can read the full report and find out more about what this means on our website www.tuntum.co.uk/about

We are disappointed by the Regulatory Judgement of G2 V2 and accept that there is improvement needed in some areas. An action plan is being put together which will be agreed with the Regulator of Social Housing in order to regain a G1 grading as soon as possible.

Despite the challenges of the last year, Tuntum was successful in achieving a number of positive outcomes. These included growth in the number of homes owned and managed by 7%, the implementation of two new community based mental health schemes, the installation of a new comprehensive IT management system and the release of a further £13 million, which will be used for the development of more homes.

Do you need help getting online?

Struggling with your smartphone or computer?
Frustrated by technology? Get one-to-one support to build your digital skills.



We now have a partnership with Clicksilver Connections. If you, or someone you know, needs help with technology and is feeling isolated from connecting with others the ClickSilver Connections team are here to help.

About the programme

ClickSilver Connections provides trained business mentors to give you one to one support with your device to get, and make the most of being, online.

ClickSilver Connections mentors provide support virtually so you will need a phone line. Weekly support is provided over 4 weeks and sessions last 30 to 60 minutes. Even if you don't have a device and want to feel more connected then they may be able to support you too and provide a device!

The project is suitable for participants over 18 who would benefit from:

- finding their way around a smartphone or device
- setting up and using an email account
- online shopping
- speaking to family and friends via Facetime, WhatsApp and Skype
- accessing social and community groups
- registering for online services

The ClickSilver team can also help you to download and setup the MyTenancy portal which will mean you can pay your rent, check your account and report a repair online.

For more information or to apply you can:

- call **0115 916 6066** to request a call back
- email ChristinaMorgan-Danvers@tuntum.co.uk



Sign up for MyTenancy – you may win £50!

We've been looking at our records, and we can see that we only have email addresses for 60% of our tenants, and less than 6% of tenants have signed up to the MyTenancy online portal.

Once you have registered with the portal, you will have secure 24/7 access to pay your rent quickly, view your rent account, report a repair, track a reported repair and update your personal information.

Using email addresses to communicate means we can contact you quickly, we save money on print and postage and, it's better for the environment.

Therefore we're offering an incentive to update your contact details by signing up to My Tenancy.

We will be giving away £50 Highstreet or Amazon vouchers to five randomly selected residents who have an active MyTenancy account before the **31st December**. The lucky winners will be emailed their vouchers in January to help get 2022 off to a great start!



Magnify 'Engage' with our newsletter

Our resident scrutiny group, Magnify, met in August to complete a review of Engage, Tuntum's tenant newsletter. Magnify are a panel of resident volunteers who dedicate their time to improving the services we provide to you, our tenants.

Here's an extract from their subsequent report, which explains why they reviewed Engage:

"We know as members of the scrutiny group that Tuntum Housing Association wants their residents to be involved. They aim to offer different ways of being involved, from taking part in Zoom sessions, completing the resident survey, and reviewing documents. Reaching out to residents can be difficult as we all have busy lives, however, currently the one way they are able to reach all of their residents is the Engage magazine.

Engage magazine has been published since 2014 and as the primary consistent contact with all of Tuntum's residents it is important that it serves us all. Our resident engagement survey, during the COVID-19 pandemic, showed us that Tuntum had room to improve in the way that they communicate with their residents, with 76% of residents reporting that they were satisfied with how Tuntum communicated with them.



With a view to ensuring that Engage is fit for purpose we thought it would be a good idea to complete a thorough review and present our findings."

They reviewed the last four issues of Engage compared to four other local Housing Association's newsletters looking at both content and style.

They also considered whether they feel Engage offers value for money.

You can read the full report on Tuntum's website www.tuntum.co.uk.

Tuntum has committed to reviewing the recommendations and implementing those possible in future issues.

If you have a suggestion for a feature or any comments on Engage or Magnify's report, then please do email beckyhenry@tuntum.co.uk





NHS

Vaccinated people are far less likely to get serious COVID-19, be admitted to hospital, or die from it.

We have been encouraging you, our tenants and residents, and our staff to receive your COVID-19 jabs since they were made available.

We're now urging everyone to have their COVID-19 booster jab.

A coronavirus (COVID-19) booster vaccine dose helps improve the protection you have from your first 2 doses of the vaccine. It helps give you longer-term protection against getting seriously ill from COVID-19.

How and when to get your COVID-19 booster vaccine

If you're eligible, you'll be offered a booster dose at least 6 months after you had your 2nd dose.

Most people can:

- book a vaccination appointment online for an appointment at a vaccination centre or pharmacy
- go to a walk-in vaccination site to get vaccinated without needing an appointment

- wait to be contacted by a local NHS service such as a GP surgery and book an appointment with them

Whether you are called to have your vaccine or you decide to go to a walk-in centre, please do protect yourselves, your loved ones and the wider community.

You can find out more on the NHS website.



Make rent a priority and prevent Christmas arrears

It is easy to get carried away in pre-Christmas spending and forget about rent, especially if your rental payment date is towards the end of the month. An easy way to avoid missing a rent payment is to set-up a direct debit from your bank account. We advise you to put money aside in the months leading up to Christmas in anticipation of this extra spending, spreading out these expenditures.



If you plan early this will help prevent using 'pay-day loans' with high interest rates which will cause longer-term problems. If you would like to set up a direct debit or if you find yourself in financial difficulty then please contact us for help and advice. Email us at housing@tuntum.co.uk or phone us at **0115 916 6066**.



My Home
Contents Insurance

NATIONAL HOUSING FEDERATION
Preferred Supplier

Home contents insurance designed for tenants in social housing

Visit www.thistlemyhome.co.uk for more information. Limits and exclusions apply, a full policy wording is available on request.

The National Housing Federation is an Appointed Representative of Thistle Insurance Services Ltd. Thistle Insurance Services Limited is authorised and regulated by the Financial Conduct Authority FRN 310419. Registered in England under No. 00338645. Registered office: Rossington's Business Park, West Carr Road, Retford, Nottinghamshire, DN22 7SW. Thistle Insurance Services Ltd is part of the PIB Group. For information about what we do with personal data please see our Privacy Policy: www.thistlemyhome.co.uk/Privacy-Policy

We're here to help



There are many different teams who work together at Tuntum to provide our services to you. We're all aware that there are many challenges which the whole country is facing due to the impact of Covid-19; rising energy costs and inflation, amongst other things.

We know that these external influences will have an impact on our tenants and so some of our teams have come together to compile information that we hope will be of help to you and your family. There is no shame in asking for help in whatever form you may need it.

Housing Team

From Nkosana,
Housing Services Manager

Do you want to downsize?

Is your property no longer suitable for your requirements because it's too big? We know we have some tenants in properties with more bedrooms than they need. They may be unable to downsize due to having arrears that mean they are unable to apply for a new property through the local authority links but they are stuck with the running costs for a house that is too big. If you are in this situation then please contact our housing team and they will see if we have any suitable properties that you could move to directly and we will help you put together an arrears payment plan.



Income Team

From Sahida,
Income Management Officer

Have you lost your job?

Losing your job is very stressful and facing up to paying bills and managing your finances can be difficult. If you find yourself in that situation then please do contact our Income Team. Not only can they make a note on your records but they can signpost you to other sources of income. You might find that you are eligible for Universal Credit, or other financial support. If you want to look into what you might be entitled to then check out www.entitledto.co.uk and www.turn2us.co.uk



Do you need to access a foodbank?

We all know it isn't right that anyone should be left hungry or living in extreme poverty. If you are in this position then please do reach out to your local foodbank. Food banks provide emergency food and compassionate, dignified support to people locked in crisis.

There are many local foodbanks, to find your closest foodbank you could do an internet search. You can also try looking on:

www.trusselltrust.org.uk

www.asklion.co.uk (Nottingham facilities)

<https://leicestersouth.foodbank.org.uk/>

<https://www.burtonymca.org/food-bank/>

<https://www.derbycitymission.org.uk/>

<https://www.ashfieldvoluntaryaction.org.uk/our-work/emergency-food-bank/>





Maintenance

Struggling to afford your utility bills?

Energy prices have recently soared for millions of people around the UK. The typical gas and electricity customer is likely to see their bill go up by £139 to £1,277 a year from October. Prepayment customers, meanwhile, will see an increase of £153, from £1,156 to £1,309.

If you're struggling to afford your gas and electricity bills, contact your supplier to discuss ways to pay what you owe them. Your supplier has to help you come to a solution. You should try to negotiate a deal that works for both of you, making sure you're on the best tariff available.

From Stephen, Technical Services Manager

Remember to always provide your energy supplier with regular meter readings, so that you are billed to your actual energy usage rather than estimated readings.

If you don't try to negotiate with your supplier, they might threaten to disconnect your supply.

You can find free, independent and impartial advice at www.citizensadvice.co.uk.



Here are some top tips to save on your energy bills:

Adjust your heating thermostat down if it is comfortable to do so. Even one degree can save £60 per year.

Clean your lamp shades – The dust sitting on lampshades or bulbs can dim the light in your home.

Turn off standby appliances. Switching appliances off at the plug could save you as much as £35 a year.

Clean your appliances. If dust and dirt build-up in your appliances, they may have to work harder and use more power to do the same job.

Make sure radiators are not blocked by curtains or furniture

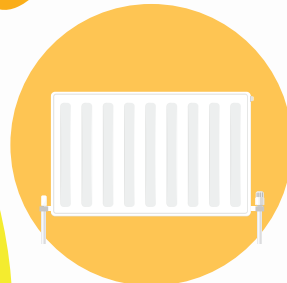
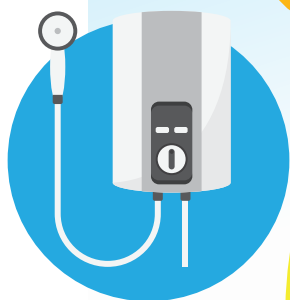
Only fill the kettle with what you need

Don't pre-heat the grill. Put your food under the grill as soon as you turn it on.

Wash the filters in your dishwasher and dryer and wash clothes at a lower temperature

Draught proof your home

Have a shower instead of a bath, saving water and energy





Have you considered getting a Smart meter?

A smart meter is the next generation of a gas and electricity meter. They are being installed in homes across Great Britain at no extra cost, to replace the traditional meters including prepay key meters, most of us currently have ticking away under the stairs, or outside our homes.

Smart meters measure how much gas and electricity you're using, as well as what it's costing you and display this on a handy in-home display.

With a smart meter you can wave goodbye to estimated billing. They come with an in-home display screen that shows you exactly how much energy you're using in pounds and pence, in near real time. They could help you save money and they help reduce our carbon footprint as a nation.

If you have a prepay meter:

Smart meters are set up to work for both prepay and credit customers, so that means prepay needn't be any more expensive.

In fact, prepay customers will be able to access time-of-use tariffs, which can help you save money if you are able to use less energy during periods of high demand (known as peak periods) and more energy during periods of low demand (known as off peak periods).

On an in-home display you'll be able to read:

- how much energy was used in the last hour, week and month (and what it cost)
- at a glance, whether your electricity use is high, medium or low
- updates in near real time for electricity and every half hour for gas

If you have a pre-pay meter your in home display will show you:

- how much credit you have left
- how much emergency credit you have (and when it has been activated)
- your debt balance (if you have one)
- if your credit's getting low

If you would like to get a Smart Meter installed then contact your utilities provider and they will they will talk to you about your options.

Don't know your energy supplier? For your gas supplier, visit www.findmysupplier.energy or call **0870 608 1524**. For electricity, visit www.uswitch.com for the number to call to find the district network operator in your region, who will be able to tell you who your supplier is.

We're here to help



Customer Excellence Lead

Do you need help getting a job?

Our Customer Excellence Lead, Christina, reached out to Nottingham City Homes to see if they could help our tenants by allowing access to their Tenant Academy and Employability Skills.

Working in partnership, we're now able to offer you the opportunity to go on free courses and work with the Employability team at Nottingham City Homes to work on CV building or interview skills.



From Christina, Customer Excellence Lead

Examples of courses available include:

- Building a great CV
- Interview skills
- Emergency First Aid sessions. This is classroom-based and accredited
- Food Safety Level 2 training. This is an accredited, flexible session which you can access online when you wish and takes around 2 hours to complete
- Women in Construction Taster Days (men are welcome to attend also).

If you'd like to sign up for any of these courses, see what else is currently available or receive support from the Employability Team, you will find a link to register on our website www.tuntum.co.uk. Remember all these courses are free of charge. Where there are application costs involved we will cover these for you!



We're here to help



Mental Health Team

Do you want mental health support?

All Tuntum tenants over the age of 16 can access the Headwize mental health service.

The Headwize team can help with a broad range of areas, including:

- Depression
- Anxiety
- Phobias
- Self Esteem
- Self Confidence
- Low mood
- Anger issues
- Substance misuse and addiction
- Stress
- Helping to leave a gang, and related problems
- Low mood caused by weight problems.



From Eldeen and Lisa, Mental Health Support Workers



You can access the service in two ways.

1. Speak to a housing staff member who will tell you about the service and refer you.
2. Go to the website www.headwize.org and you can self-refer to access the service using the online referral form. It will take approximately 15 minutes to complete.

Coffee with the CEO

Review of Sheltered Housing

We have been working on reviewing the services we provide to all our sheltered housing residents.

We set about holding open feedback sessions, **Coffee with the CEO**, where our residents could meet and talk to our CEO, over coffee and cake.

These sessions were incredibly useful as we were able to gain insight from our residents on what their concerns were and how we can improve the services at the schemes.

The information we gathered from the three sessions have been put together in an action plan for us to work with the residents in making sure we offer the best service we can.



Churchfield Terrace

Since the initial meetings with the CEO, we have held follow-up sessions led by our Customer Excellence Lead.



Lyn Gilzean Court



Balisier Court

Scheme updates

Karibu courtyard gets a makeover

The residents at Karibu have been getting involved in the makeover of their courtyard garden by helping staff with planting. They then organised a BBQ in August to celebrate their hard work. We think it looks great!



Churchfield Terrace Social Night

In the Summer issue of Engage we reported that the communal room at Churchfield Terrace had received a makeover. The residents there are putting the room to good use and held their first social night and are looking forward to many more.



Residents growing in confidence at The Old Vicarage

The residents at The Old Vicarage, our recently opened scheme for adults with mental health difficulties, have been getting involved in gardening at the scheme. The neighbouring houses have also been donating cuttings of plants to help stock their garden. We love that community spirit!



Beware of scams



After receiving an unsolicited call herself, former tenant board member Yvette wanted us to raise awareness of a growing issue. The number of claims being made against social housing providers for legal disrepairs is rapidly increasing.

There are people going door-to-door in Nottingham encouraging social housing residents to put in a claim and they could be in your area. They will encourage you to make a compensation claim against Tuntum.

Please beware, they are making money from selling any claim that they get you to submit on to a legal firm.

They may tell you that they are working for Tuntum or the council, but they are not. We don't work with any of these companies.

If they come to your door, make sure you:

- always ask for identification
- call the police if you feel threatened
- talk to Tuntum before you sign any documents

Don't be pressured into signing anything there and then, as you may have to pay fees if you change your mind.

We want to ensure that our homes are in the best condition possible, and we would rather know about any issues and be able to schedule the repair.

If you want to report a repair or find out the status of a reported repair, then please use the MyTenancy app, which is available 24/7. Or contact our dedicated Support and Resolution Team between 9 am to 5 pm Monday to Friday by calling: **0115 916 6066** and pressing option 1.



Development update

This is our new development on Woodborough Road, Nottingham that we introduced to you in an earlier issue of Engage. The first phase is due to be handed over in January 2022. The scheme has been slightly delayed due to shortage of materials and the effects of the pandemic.

The scheme consists of 28 homes: 10 x 1-bed flats, 9 x 2-bed houses, 7 x 3-bed houses and 1 x 2-bed flat and 1 x 4-bed house.



Controlling Condensation



As the colder winter weather sets in, we receive more calls about 'damp' which turns out to be condensation.

Where there is inadequate ventilation, condensation and stale air can appear. With the current energy market crisis, energy prices are likely to rise; we don't want to keep our windows open, particularly when it's cold outside. So we need to minimise the problem as much as possible.

We've recently sent a letter to all our tenants to explain the difference between damp and condensation and what you can do to manage condensation.

As a reminder, here are our top tips to minimise condensation.

- When cooking, cover pans and avoid leaving kettles on the boil.

- Air-dry clothes outside, if this is not possible, put them in the bathroom, with the door closed and the bathroom fan on or leave the window open.
- It's important to make sure your home is properly ventilated. Do not block fixed ventilators such as air bricks or chimneys completely, when possible open windows for ventilation.
- When using the bathroom or kitchen, keep the door closed. To help ventilate, put the extractor fan on, or leave the window open. This will help to contain the moist or stale air in the room.
- Where furniture such as cupboards are against the wall, try to keep a small distance between the back of the cupboard and the wall. It's a good idea to ventilate cupboards to keep the air circulating.

Health and Safety Compliance



When we talk about compliance at Tuntum, we are talking about our compliance with health and safety legislation in relation to the safety of your homes. This relates to issues such as the servicing of gas boilers, testing of electrical wiring, smoke detectors, and the energy performance of your home.

We have an ongoing programme of gas servicing, which ensures that gas appliances are serviced on an annual basis; this is probably a compliance area that you are very aware of. We have to do this to ensure that they are safe.

Electrical wiring is inspected once every five years, which you may not be as aware of as an electrician will visit your home a lot less frequently to carry tests. These tests reduce the risks caused by faults that can arise over time.

One of the biggest challenges we face is to ensure that our contractors are turning up at your property when you are in and able to allow them to complete the work they need to do. We acknowledge that this can be difficult and may mean you have to change your plans for this to happen. It is beneficial in

maintaining the safety of your property when you can allow access to our contractors on their first visit. We are very grateful where you can do this.

Therefore, it is essential to keep an eye open for communications from our contractors and us and get in touch as soon as you can if you cannot be at home for the appointments that we have requested. We can usually reorganise these appointments to suit you, but you need to contact us if there is a problem.

Please feel free to contact our Compliance and Safety Officer, Charles Cully on **CharlesCully@tuntum.co.uk**, should you have any concerns about the safety of your home.



New starters

Our Staff:

Diane Stone – Estates Housing Officer

Prior to joining Tuntum Diane has worked with several housing providers and district councils in the city and outlying areas.

Her roles have primarily been within housing management including Housing Officer, Income Officer, Tenant liaison Officer and Antisocial behaviour officer. Diane brings to Tuntum a wealth of experience when it comes to Tenancy Management.

Marc Millingham – Estates Housing Officer

Marc Millingham is as an Estates Housing Officer at Tuntum and will be responsible for covering NW2. Prior to joining Tuntum he worked for South Kesteven District Council for 14 Years within Housing. In 2019 he completed his CIH Level 3 in Housing which resulted in him undertaking a secondment role for 6 months managing Sheltered Housing and Housing Management and providing Business Support. He has worked in Housing for 23 Years for London Borough Tower Hamlets/Slough Borough Council.



Our Board:

At Tuntum's Annual General Meeting in September, two board members, Ade Aderogba MBE and Avtar Johal resigned from the board after 8 years of service. Two new board members, Anil Sarda and Jackie Richards, were elected. Here are their profiles.

Anil Sarda MBA FCCA

Anil is a strategic commercial finance director and business partner with a track record of professionalising organisations, leading, developing teams, and implementing systems and controls.



Jackie Richards

Jackie is a successful senior financial management professional with experience and expertise in commissioning finance, contract and performance management, business and financial planning and finance systems selection and implementation.





Fun and Free things to do

How many of these fun activities can you tick off?

- ☐ **#1 Go for a walk.** Head out to your local woods or park for a walk and kick up all the Autumn leaves.
- ☐ **#2 Create a fun obstacle course.** Indoors or outdoors, test your skills in a friendly family competition.
- ☐ **#3 Write a story or play and act it out.** Get the whole family or use your toys to bring your story to life.
- ☐ **#4 Create a time capsule.** Put things in it that are happening right now and then open it in 12 months and see how things have changed. You could create a sheet of questions that you answer annually and see how your ideas change as you grow. They could be favourite bands, foods you like, friends, goals etc.
- ☐ **#5 Host an indoor teddy bear's picnic.** The end of summer doesn't have to mean the end of picnics.
- ☐ **#6 Tongue twisters.** Take turns saying tongue twisters and see who can say them the best. Trying "If two witches were watching two watches, which witch would watch which watch?" will surely leave you in fits of giggles!
- ☐ **#7 Make a den.** Make a den using blankets/duvets, cushions and chairs for props.
- ☐ **#8 Play card games.** Look up the rules for games like Gin Rummy, Old Maid, Go Fish or Sevens and challenge your family.
- ☐ **#9 Create a hairdressing studio.** Create your very own hairdressing studio and take turns doing each other's hair. Definitely no scissors needed for this one!
- ☐ **#10 Build something.** Design and build a Lego or plastic brick structure. It could be a castle, a house, a fire station, or maybe a small town. Or have building competitions, where have to make structures using only one colour brick.

We'd love to see photos of you taking part in these activities. Email your photos to christinamorgan-danvers@tuntum.co.uk and we'll feature you in the next issue of Engage!



It could be you!

We always try to develop fun activities and ways for our residents to get involved in what we are doing but sometimes, we don't get many people taking part. With over 1500 homes, if you do enter our competitions or apply for free items we advertise we are giving away, there's a good chance you will be successful. You've got to be in it to win it as they say!

If you want to share a story or a picture of something related to your home or Tuntum that you think others will enjoy then please do get in touch.



Angela, who applied for the free plant pots we advertised.



Mrs Simms from Balisier Court, took a photo of her Covid aware teddy in a Tuntum t-shirt.



Paul from Churchfield, who completed the wordsearch in Engage.

Summer Puzzle results



Well done to C. Barrie for being the first to submit the correct answers to our Summer puzzle. As a surprise, we're going to send you a £20 Love2Shop voucher.

1. ADPERA = PARADE
2. THGHMOITAN = NOTTINGHAM
3. UCMSI = MUSIC
4. USOTMCE = COSTUME
5. EHT TKENMEMABN = THE EMBANKMENT
6. UNEEQ = QUEEN
7. ICNGDAN = DANCING
8. REJK KCNCIHE = JERK CHICKEN
9. ERCI NAD SEAP = RICE AND PEAS
10. AFRI SERDI = FAIR RIDES

Recognising Resident Volunteers



Our frontline staff have been made aware of the fantastic voluntary work our residents are doing, giving up their time to support local charities working within their communities.

Our corporate values include 'Uniting diverse people and making a difference' and we want to recognise those special tenants go above and behind to improve lives of those in the areas we serve.

In each issue of Engage we would like to feature a tenant volunteer. That person will get to shine a light on the work they are doing and improve awareness of the charity they volunteer for, which may encourage more people to volunteer.

As a thank you for the voluntary work you do we will send our featured volunteer a £50 high street or Amazon voucher and we will donate £50 to the charity as well.

You can either nominate yourself or you could nominate a neighbour but you/they must be a Tuntum resident. Details of how to nominate and the terms and conditions are on the Tuntum website www.tuntum.com/Residentvolunteers

Good to know...

We want to hear from you!

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



National Domestic Violence

Freephone Helpline:
24-hour helpline **0808 2000 247**
www.nationaldomesticviolencehelpline.org.uk



We wish everyone a Merry Christmas and a happy and healthy New Year! Our Christmas opening hours are shown on page 2, inside.



Finding it difficult to pay your rent? Need help with Universal Credit?

Contact the Income Management Team for support on **0115 916 6066** (option 1) or email housing@tuntum.co.uk



Autumn Puzzle

Complete this word ladder by writing a regular English word at each step. Each word must use the exact same letters in the same order as the word above, except with a single letter changed.

For example, SHOW > SHOT > SOOT > SORT > SORE > MORE.

Send a picture of your completed puzzle to ChristinaMorgan-Danvers@tuntum.co.uk and one lucky winner will receive a £25 Love2Shop voucher.



TEAM

WORK

Don't feel like yourself?

Lonely? Need to Talk? Headwize can offer mental health support to all Tuntum's residents. Contact Headwize through www.headwize.org or call **07510 975 310**.



Do you prefer to receive emails?

Update your personal details in the MyTenancy portal and we can email you copies of Engage, the very latest news, details of training courses and opportunities in your area.



MyTenancy

puts tenants in control

Login to the free MyTenancy portal and get secure 24/7 access to quickly pay your rent, view your rent account, report a repair and update your personal information.



If you would like this newsletter in another language or any other format, please contact us.

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SCAN ME