

ENGAGE

SPRING 2022



Happy Birthday to the Old Vicarage

*Congratulations to the scheme as it
celebrates it's 1st birthday*

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**Sign up for
MyTenancy - you
could win £50**

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New Welcome Booklet for specialist housing

Magnify, our Resident Scrutiny Group recently reviewed our specialist housing service. You can read their full report on our website.

One of the recommendations from the review was that we update the current House Rules booklet, given to all tenants, to make it easier to read.

We're pleased to say that we're very close to fully re-vamping this booklet into a Welcome Pack for all specialist tenants, giving them information about the scheme they live in.

Free access to courses for Tuntum tenants

Did you know you can get help writing your CV and preparing for an interview just by being a Tuntum tenant? You can find out more on our website:

www.tuntum.co.uk/im-a-tuntum-resident

Foreword from CEO

Richard Renwick



I wish you all a very happy Spring Season; this time, we will be able to enjoy the outdoors after suffering two years of covid restrictions.

We know that the cost of living crisis will be a significant concern for many of you. Please keep the enclosed leaflet handy. It details how other agencies and we can help you if you are struggling to manage your money.

In this issue, you will see that changes are happening at Tuntum to improve our services to you, our customers. We have re-structured the customer contact teams, leading to more regular visits to our homes and hearing from more of you directly.

Our contractors have all signed up for our new performance measures, which we are confident will improve service. We are now carrying out quarterly surveys to get your views on how we have performed to test that this is happening. This is twice as many surveys as before, so please respond when contacted as your views are valuable to us.

Finally, as you are informed on page 7 in this issue, we have established a new sub-committee of the board called the Customer Experience Committee. We will have three tenant representatives.

We are all looking forward to making 2022 a successful year for us all.

Richard



Sign up for MyTenancy – you may win £50!

It's a year since we launched MyTenancy, the portal that gives you 24/7 access to pay your rent quickly, view your rent account, report a repair, track a reported repair and update your personal information.

In the last issue of Engage, we ran a promotion where five tenants who had created a MyTenancy account would be chosen to win a £50 voucher. Since then, we've had a 37% increase in the number of tenants signed up!

The winners were selected using a random number generator, and they have all received their vouchers. Here's what two of the winners had to say:

"Thanks a lot for a £50 Amazon voucher, it made me super happy. I was about to buy a high chair for my baby girl, and now I can buy from Amazon with this voucher. Thanks a lot to Tuntum Housing team, it was very easy to sign up for my tenancy and very useful."

We've decided to rerun the same promotion. We will be giving away £50 Highstreet or Amazon vouchers to five randomly selected residents who have an active MyTenancy account before the 15th May 2022. The lucky winners will be emailed their vouchers. Good luck!

To **REGISTER**
go to our website:

www.tuntum.co.uk

and click on **'MYTENANCY'**



SCAN ME

"Thank you! I feel rich for a day."

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:

- ✓ View rent account detail
- ✓ View repair history
- ✓ Place repair requests
- ✓ Update personal information

Tuntum's SMS Text Messaging Service

This service:

- provides with 24/7 self-service capabilities via SMS text messaging
- allow you to enquire about your rent balance 24/7/365
- automatically sends you repair appointment reminders

All we ask is you ensure Tuntum has your latest contact details plus that you save the following number to your phones **07458 029 413** and call it

"Tuntum Messenger"

And to use the service simply text one of the commands below:

Text **RENTS** followed by a short message and one of the **housing officers** will contact you

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

Text **REPAIR** followed by a short message to report a repair

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

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

Happy Birthday to the

In March, clients and staff held a birthday party at the Old Vicarage as it celebrated its first year of operating as a scheme for adults with mental health difficulties.

The scheme provides supported accommodation, access to a range of education, training and employment opportunities and community health services to enable clients to take the next steps towards independent living.

There are seven self-contained flats with a bathroom, kitchen, bedroom and living room.

Each resident is allocated a support worker to offer emotional support, help with applying for benefits, and encourage service users to maximise their independence and achieve a better quality of life.

They also receive support to help them maintain and develop independent living skills, including food preparation and attending to personal care, supporting integration in the local community and promoting opportunities for educational, employment and social activities.

All of The Old Vicarage's clients have lived there for one year now. This is a massive achievement for many of them, as previously, they were unable to hold a tenancy or position for more than a few months.



Cooking pancakes on Shrove Tuesday



Chandni, Old Vic Manager, cuts the birthday cake



Halloween party



Growing house plants

Old Vicarage!



The past year has been a challenge for the clients as they all adjusted to a new living environment and ways of working. Even accepting the increased level of support they receive can be both challenging and comforting as they're not used to this level of stability.

The team wanted to celebrate their achievements as individuals and as a community, to inspire them to believe in their future recovery.

They asked each client to write their goal, wish or affirmation for the next year on a card and attach it to a balloon, which they released in the garden as a way of allowing that wish to come true.

Chandni Gill, the manager of the scheme, said,

"Clients were excited to show the staff their wishes, and they wrote beautiful things, such as asking for world peace, wishing to see their grandchildren and wishing for eternal happiness.

For them to see a future for themselves, is a huge achievement, but for them to see a future as being part of the world as a whole allows us to see that they are starting to see themselves as less isolated and more involved. We couldn't be more proud and look forward to continuing successes."



Trip to see the Christmas lights at Wollaton Hall



Growing vegetables



Gardening with clients



Christmas celebrations with EU clients

In December, three members of the Refugee Futures team partnered up with the Christian Community Church in Mansfield to provide Christmas dinners for 11 clients. They were also able to collect from The Beacon Project some rucksacks containing gifts, including toiletries, scarves, gloves and chocolate.

Once again, Konrad and Sandra at the Christian community centre cooked some beautiful hot food for which the clients from Poland, Romania and Lithuania were really grateful.

They were also able to provide eight donated food hampers which included food from local Polish shops.



Refugee Futures support Mission Christmas

All Tuntum staff are required to spend at least a day per year giving back to the local community. All of the Refugee Futures staff team attended their social value day at Colwick Race Course to participate in Mission Christmas.

Mission Christmas is the largest Christmas toy appeal in the UK. The annual campaign run by children's charity Cash for Kids makes sure that children and young people had presents to open on Christmas Day.

Staff spent an energetic day receiving gift donations and sorting them into different age groups. They also picked orders for voluntary sector organisations to collect.

Later in the afternoon, staff set aside gifts for our clients, Syrian and Afghan children, delivered over the following days and were very much appreciated. Refugee Futures' Manager Dara said, "The Mission Christmas campaign is a worthwhile cause and spreads so much happiness. The Refugee Futures team gets to see first-hand the difference these donated gifts mean to the refugee families we support every day".



New development update

Peet Street, Derby – 9 affordable rented homes were completed in February and have been rented.



Woodborough Road, Nottingham (above) – 28 affordable rented homes are scheduled for completion in June 2022.

Thorsby Road, Mansfield – 9 affordable rented houses, which started in September and should complete in August.



Nottingham Road, Derby (above) – 6 affordable rented houses, are due to be ready in July.

Customer Experience Committee Launches



At Tuntum, we strive to put our tenants at the heart of everything. Our board has created a new committee, the Customer Experience Committee (CEC), to embed this ethos into how Tuntum is governed.

The CEC consists of four of our board members, Chris Jones (Chair), Ayyaz Ahmed, Didia Antonio (tenant board member), Kwabena Osayande, one of our Magnify Scrutiny panel members and one of our tenants.

In February, we emailed all of our tenants to apply for the committee member role and were pleased with the response. We want to thank everyone who responded and showed interest in the committee. We'll be delighted to welcome the successful applicant to the committee from June following the selection process.

The CEC will meet four times per year and oversee performance from a tenants' perspective, including recommending and monitoring key performance targets. They will

review and analyse complaints data, identify emerging trends, recommend improvements, and supervise the customer involvement programme and customer satisfaction strategy.

The committee must monitor the performance of the people we employ to visit you in your homes, like our contractors, consultants and the Direct Technical Operatives who carry out repairs and maintenance. They'll also have the opportunity to review the performance of our general needs, specialist housing and sheltered housing, mental health and refugee teams.

We will update you on their work and recommendations in Engage.



Sheltered Housing Residents surveyed

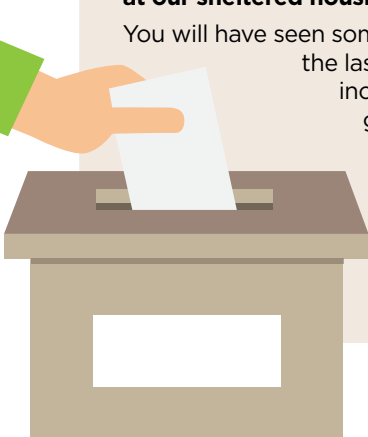
Our Estates Housing Officer, Marc Millingham and our Scheme Manager, Laverne Dubois, have been working hard to improve our tenants' lives at our sheltered housing schemes.

You will have seen some of the changes in the last few issues of Engage, including updating the games room at Balisier Court, installing a pool table at Lyn Gilzean Court and refurbishing the communal lounge at Churchfield Terrace.

Marc has completed monthly estate inspections where residents are welcome to join him. The dates and times are advertised on the schemes' notice boards. The inspections help spot any complex issues and ensure estate repairs are completed.

He has also completed occupancy checks with all our sheltered housing tenants, talking to our tenants and listening to their needs.

We recently sent out a survey to all our sheltered housing tenants to see how we're doing. In the next issue of Engage, we'll have some feedback to tell you about.



KIDS PAGE



Draw what you
like to do in
Spring

Spring makes me feel...

What's
your favourite
Spring activity?

In Spring I see



Send a photo of your child's completed page to ChristinaMorgan-Danvers@tuntum.co.uk and we'll pick one lucky winner at random to win this fantastic Crayola art kit worth £30!

Text Message Surveys

We care about what tenants think and want to hear your views on our repairs service.

When you have a repair completed at your home, you'll receive a text message asking if you're satisfied with the work that was done.

If you respond telling us that you are not satisfied, our Customer Excellence Leader, Christina, will contact you to find out what we could have done to improve your experience with us.

Since November, Christina has spoken to over 50 tenants and helped arrange new repairs visits, provide advice, and give our contractors feedback to help them improve.

We wanted to find out what you think about us when you interact with us, so we asked our research partners, MEL Research, to contact every tenant who has been in touch with us during February.

We have had the initial results. We're pleased to say that satisfaction with our repairs service has increased from 58% in October to 76% satisfied and satisfaction with anti-social behaviour or rent queries is at 65%. Whilst this is showing promising progress, we will look forward to continuing to learn how we're doing and understanding how to serve our tenants better.



Could you save money on your broadband?

Millions of families under pressure from the rising cost of living could each save £144 on their annual broadband bills, Ofcom has found.

Special discounted broadband packages – sometimes known as ‘social tariffs’ – are available to an estimated 4.2 million households in receipt of Universal Credit.

But only 55,000 homes have taken advantage of these discounted rates so far – just 1.2% of those eligible. That means that millions of benefits recipients are missing out on an average annual broadband saving of £144 each.

Currently six broadband providers – BT, Community Fibre, G.Network, Hyperoptic, KCOM and Virgin Media O2 – offer at least one of these specially discounted deals. These packages are priced at between £10-£20 a month for broadband speeds ranging from 10Mbit/s to 67Mbit/s.

Switching onto a social tariff could provide some financial relief for eligible households. For example, a standard broadband package costs an unemployed person claiming Universal Credit an average of £27 per month – or 8.3% of their monthly disposable income. A £15 social tariff would almost halve their broadband costs and use up 4.6% of disposable income.

There are links to the full article and details of the social tariffs available on www.tuntum.co.uk/latest-news.

If you save money on your bill after reading this article, or if you have any other money-saving tips we can share then please let us know how much you saved by emailing admin@tuntum.co.uk.



Meet our new Director of Community Services

Tuntum welcomed Masaud Subedar as its new Director of Community Services from 21st February 2022. Masaud brings considerable experience and has worked at several housing associations and local authorities, including Norwich City Council, before joining Tuntum.

"I am really excited to join Tuntum and look forward to working with the team here to enhance customers' services and experience. I have worked at a number of organisations, including over 14 years as a Head of Service and as a housing Inspector for the former regulator, the Audit Commission."

Masaud brings considerable social housing and leadership experience and will be a great addition to the Executive Team at Tuntum to the newly formed Director of Community Services post. He is a Fellow of the Chartered Institute of Housing and a non-executive Director at a large housing association. He will be responsible for the delivery of key housing service to residents.



Richard Renwick, the Chief Executive, said that "Tuntum began to search for a new Director following a restructure last year. It's a great time for Masaud to join the executive team as he brings valuable experience to help develop and improve our services for the benefit of our residents. He has a track record of improving customer services and I very much look forward to working with him to help deliver our long term customer service and housing ambitions".



 **My Home**
Contents Insurance



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. 00339845. Registered office: Rosalington'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

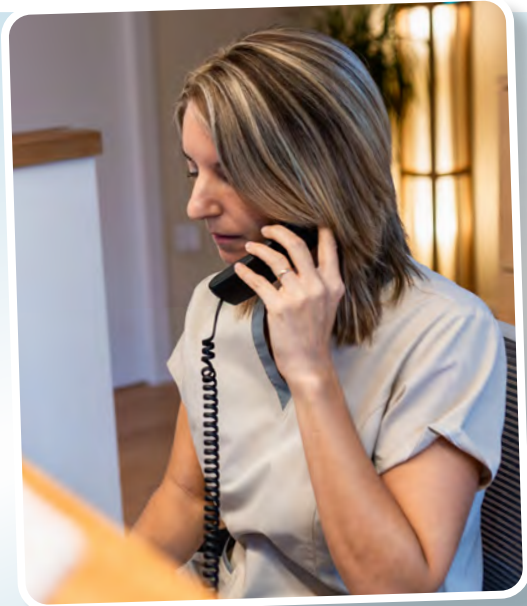
Complaints

At Tuntum, we take complaints seriously, so you'll find that all our frontline staff are able to help tenants who want to make a complaint.

There has been an increase in the number of claims lawyers trying to submit disrepair claims on behalf of tenants. Around 80% of the money paid out on these claims goes to the law firm, not the tenant.

If you have a repair that you're not happy with or a problem you need us to address, please let us know. We have a complaints policy that is here to help you, you'll be able to escalate the matter if you're not happy, and it gives you the opportunity to get your problem resolved quickly instead of waiting on law firms.

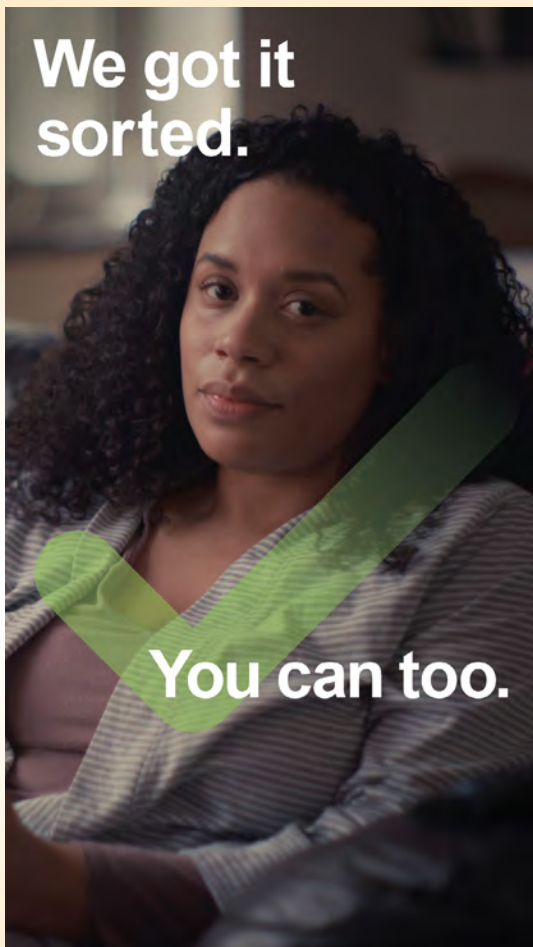
We work hard to learn from our complaints so that we don't repeat mistakes.



Social housing complaints – make things right



We got it sorted.



You can too.

Information from the Department for Levelling Up, Housing and Communities

If you are unhappy with the service you are receiving from your social housing provider, you can make a complaint.

Your complaint could be about:

- repairs and maintenance
- issues with communal areas
- health and safety issues
- anti-social behaviour
- customer service

You should make your complaint to your social housing provider in the first instance. You shouldn't be penalised for doing so and it will not affect your tenancy.

Your social housing provider normally has at least two stages to their complaints procedure, and each stage takes around 10-20 working days for them to respond. Information on how to make an effective complaint can be found in this guide.

You can also contact the Housing Ombudsman if you need further advice and support at this stage.

Find out more at **www.socialhousingcomplaints.campaign.gov.uk**

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

Experiencing Domestic Abuse?

Please contact the housing team and we can advise you on your housing situation.

You can also contact the National Domestic Abuse 24-hour helpline for free on **0808 2000 247** for support.

Autumn Puzzle Solution

Congratulations to our lucky, randomly selected winner from Leicester, who wishes to remain anonymous. The solution to the word ladder was:

TEAM
TERM
TERN
TORN
WORN
WORK

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



Spring Sudoku

Every row, column and block of 4 squares must contain the letters **L A M B**.

Email a photo of your completed sudoku to ChristinaMorgan-danvers@tuntum.co.uk and you could win a £25 Love2Shop voucher to use in a variety of high street stores.



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.



Struggling with your smartphone or computer?

Tuntum can put you in touch with ClickSilver Connections, who provide free 1-2-1 mentoring. Call Christina Morgan-Danvers on **0115 916 6066** to find out more.



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**.



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

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SCAN ME