

ENGAGE

SUMMER 2022



Right Royal Knees-Ups!

*Tuntum residents come together to celebrate
the Queen's Platinum Jubilee*

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**Carbon Monoxide
detector
installation**

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Struggling to pay your rent?

In the last few issues of Engage, we have given you details of how our Income Management team can support you if you are having difficulties paying your rent.

We have also signposted you to other agencies that can also provide support if you are struggling financially.

At the time of going to print, inflation and interest rates, fuel and food prices are all increasing, among many other things, and things are changing very quickly.

We don't want anyone to risk losing their home because they haven't paid their rent. If you have any difficulty making payments, contact the Income Team as soon as possible on **0115 916 6066** option **2**.

We suggest that tenants sign up for the free weekly emails from the Money Saving Expert at www.moneysavingexpert.com and check out the Money & Finances pages on our website: www.tuntum.co.uk.

Foreword from CEO

Richard Renwick

At Tuntum, we strive to improve our services, so we need to hear from you about how we perform. Our surveying team conduct regular surveys, to which we would like you to respond honestly.

In addition, and referred to on page 6, we have re-started our occupancy checks, which are an essential part of the services we provide and allow you to talk face-to-face with our staff. I encourage you to cooperate with our officers when they contact you to organise an occupancy check. It has been at least two years since we have been able to do them so we look forward to your support in carrying them out.

We were pleased to hold our second Customer Experience Committee (CEC) meeting and welcomed two tenants who joined us for the first time. We are confident that the CEC will become a very effective vehicle through which the quality of our services will be monitored and then improved.

I had a good time with some of you at your celebration for the Queen's Platinum Jubilee. I enjoyed some great barbecuing and having an enjoyable conversation with many of you.

The Nottingham Carnival is back this year on Sunday 21st August at the Victoria Embankment. The Carnival parade starts at 2 pm, and I look forward to seeing many of you there.

All the very best.

Richard



Carbon monoxide - keeping you safe



Did you know that poorly maintained gas appliances are a huge safety risk to you and your family? Every year there are around 60 deaths from accidental carbon monoxide poisoning in England and Wales.

By law, we must service your gas boiler and fire(s) once a year. We must also check that your gas supply and the supply pipes to your gas cooker are safe. Having your gas cooker serviced is your responsibility.

We take gas safety very seriously at Tuntum, so we make every effort to access your property and service your gas appliances.

We already have smoke detectors installed in every property. New legislation is coming in this year which means that we now need to install carbon monoxide detectors in every room of a property where a fixed combustion appliance (e.g. boiler, fire, cooker) is present.

What is Carbon Monoxide poisoning?

Unsafe gas appliances can produce a highly poisonous gas called carbon monoxide (CO). It can cause death and serious long-term health problems such as brain damage.

CO is produced by the incomplete burning of natural gas. This happens when a gas appliance has been incorrectly fitted, badly repaired or poorly maintained.

It can also occur if flues, chimneys or vents are blocked. CO poisoning symptoms are similar to flu, food poisoning, viral infections and fatigue. That's why it's quite common for people to mistake this very dangerous poisoning for something else.

Remember the six main symptoms to look out for:

- Headaches
- Dizziness
- Nausea
- Breathlessness
- Collapse
- Loss of consciousness

Being aware of the symptoms could save your life. You may also notice that your symptoms only occur when you're at home and seem to disappear when you leave home. Others in your household (including pets) may experience similar symptoms.

What to do if you suspect CO poisoning?

Get fresh air immediately. Open doors and windows, turn off gas appliances and leave the house.

Call your doctor or go to hospital, let them know that you suspect CO poisoning. They can do a blood or breath test to check.

If you think there is an immediate danger from a gas leak, call the **Gas Emergency Helpline** on **0800 111 999**.

The most important thing you can do to minimise the risk of unsafe gas appliances is to allow our contractors to carry out your annual gas safety check and install the CO monitors. If you think yours is overdue, call Tuntum on **0115 9166066**, option **1** and we can confirm when your service is due.



Right Royal knees-ups!



Churchfield Terrace



Karibu

Balisier Court



Lyn Gilzean Court

To help residents in our Sheltered and Specialist housing celebrate the Platinum Jubilee, Tuntum provided each scheme with jubilee party decorations and tableware and a budget for catering and asked the residents to decide what sort of party they would like to host.

Residents at Balisier Court held a BBQ in their courtyard garden. Marc Millingham, Housing Officer, stepped in to help with the cooking when the volunteer resident chef was taken ill.

Richard Renwick, CEO and Masaud Subedar, Director of Community Services, both attended the party. Richard said, "It's great to see our residents getting to know each other and coming together to celebrate this once-in-a-lifetime event. I hope Tuntum helped to make it memorable for them."

Everyone enjoyed the event so much that they held another BBQ the following day.

Churchfield Terrace residents organized to have fish & chips together as part of their celebrations.

At Lyn Gilzean Court, the residents had a mix of Caribbean and English food. Two residents kindly undertook all the cooking for the party and the food was a great success!

At 100 Derby Road, residents invited their families and their nearest residential neighbours to join them for a BBQ.

Katie Kone said "The tenants enjoyed the food, the music and the vibe. Friends and relatives cheered happily, clapped and sang along. They were happy they did not feel alone over the bank holiday and appreciated staff coming to celebrate with them."



100 Derby Road



Karibu and Imaani residents joined together to celebrate with tea, cakes and scones with clotted cream. The residents that came all really appreciated it and had a nice relaxing afternoon.

The residents at The Old Vicarage were treated to a Jubilee BBQ, which they really enjoyed.

Thank you to all the residents who volunteered and helped to organise the events and to the staff who worked over the bank holiday weekend.

Ask Christina...

Christina Morgan-Danvers is our Customer Experience Lead. You'll see her name throughout Engage as she leads on tenant engagement and complaints, amongst other things. Each month she's going to answer one of your questions.

Question: Dear Christina, I have recently received a bill for a recharge. Can you please let me know what Tuntum will recharge for?

Answer:

We depend on rent and service charge income to fund the services involved in the provision, management and maintenance of our homes and the communal areas. As a responsible social housing landlord, we seek to ensure that we provide a value-for-money service for the benefit of all our residents.

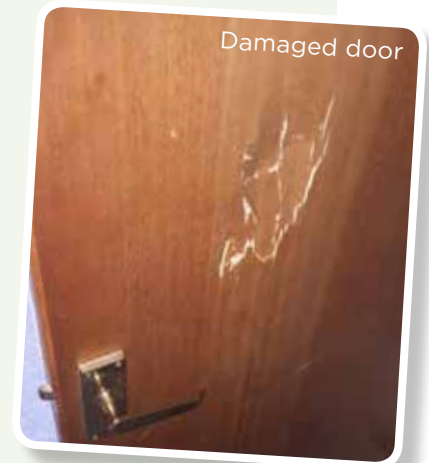
If we incur costs by having to repair a property or where we have had to provide extra services and resources that are the responsibility of a resident as a result of their breach

of tenancy or as a result of the residents or their visitors having damaged, neglected or otherwise mistreated it, we will recharge those costs in full to the resident. Tuntum aims to advise customers as soon as we become aware there may be a recharge, even if we do not know the exact amount. Where the recharge is not paid in a reasonable time, we may pass the debt to a debt collection agency.

Some examples of circumstances in which a repair or replacement may be rechargeable include the following:

- deliberate and accidental damage, e.g. vandalism/flood/fire
- removal and disposal of items as a result of hoarding or those items left at the end of the tenancy
- delays in reporting a repair
- not giving us timely or reasonable access to do works or inspect the property
- unauthorised alterations / improvements to the property
- removal of refuse or waste from communal areas
- damage resulting from inappropriate use of the property (e.g. blocking toilets or sinks)
- reinstating gardens to a satisfactory condition, including hedges, grass, shrubs and boundary fences
- tree maintenance
- loss of keys or security fixture keys
- damage to your property caused by lawful entry by police and other authorised bodies

If you have any concerns please contact us.



Occupancy checks well underway

As a responsible landlord, we have recently commenced a programme of occupancy checks. We aim to audit around 20% of all our properties each year; the checks are undertaken face-to-face in your home. You can expect to have a tenancy audit at your home at least once every five years.

The checks allows us to capture up to date information throughout the tenancy as household circumstances often change from the start of a tenancy and also for you to get to meet our wonderful colleagues from Tuntum.

An occupancy check involves a visit from one of our staff who will check that the records we hold about you and your household are up to date and also ensure our properties and are safe. They'll also check the condition of your property and give you the opportunity to discuss any queries about your home, rent, tenancy and your neighbourhood. For the majority of our residents these will be routine visits. By confirming who lives in the property it can help us in the event of an emergency and also help us protect against things like tenancy fraud and also help identify and assist with any support or safeguarding issues.

Keeping up to date records on the diversity of residents allows us to tailor the service we provide to meet all our residents' needs. The sort of issues that can be picked up during the audits are:

- Adaptations and aids within the property
- Assisting with providing additional support
- Changing the way we contact you to your preferred method (e.g. by email, letter, text or a different language)
- Identifying where there are repairs which have not been dealt with adequately

The checks will also give you the opportunity to meet our staff and raise any questions or concerns you have.

Our aim is to carry out all occupancy check visits by making a prior appointment. However, where all efforts to contact you have failed the visit may have to be carried out unannounced. We will always introduce ourselves, provide identification and explain why we're visiting you in your home. If you have any questions or concerns, you should not hesitate to contact us.

Please don't forget If you would like to add someone to your tenancy or take in a lodger you must ask our permission first.

Register for MyTenancy



In the Spring issue of Engage, we re-ran a successful promotion to encourage more tenants to sign up to MyTenancy.

MyTenancy is an online portal which provides you 24/7 access to your secure information and enables you to:

- 👉 View rent account details
- 👉 View repairs history
- 👉 Place repair requests
- 👉 Update personal information

We selected five random winners with a live MyTenancy account, and they each received a £50 shopping voucher.

Here's what they had to say about the portal:

David said "I find the MyTenancy account so simple to use and really benefits us as its so easy to use."

Kylie said "MyTenancy is really easy to sign up to and very simple and easy to use. It lets me keep up to date with my rent account and I can also report repairs quickly and efficiently."

I can't seem to find the table that is meant to be placed here. Can you please supply. Thank you

To **REGISTER**
go to our website:

www.tuntum.co.uk

and click on **'MYTENANCY'**

or scan here



Customer Experience Committee Update

In the Spring issue of Engage, we told you that we had launched a new Committee, the Customer Experience Committee (CEC).

We emailed all tenants in February to recruit two people to the committee, and following the recruitment process, Darren Egginton and Maria Davies took part in their first meeting on the 15th June.

Darren said,

“I really enjoyed my first meeting, it allowed me to meet the team and also get involved with motions and advice regarding different aspects of the meeting.”

Maria said,

“I found the meeting extremely interesting and I came away with a greater knowledge and awareness of how Tuntum operate.”

Along with performance reviews and updates from each service manager, at the meeting, the committee discussed:

- the Resident Involvement Strategy 2022-2025
- how Tuntum is taking on board the good practice from the Building Safety Act 2022
- updating and sharing customer-facing policies

The next meeting of the CEC is in October, you will find updates on their work at www.tuntum.co.uk.

For opportunities like this, we'll always email our tenants. If you think we may not have your email address or you've changed it, please call in and let us know or check your details in MyTenancy so that you don't miss out next time!



New development update

We have five properties, three with 3 bedrooms and two with 2 bedrooms, on a scheme of 113 houses and 14 apartments on Windlass Way in Spondon, Derby. The contractor has handed over three of the properties, which have been now let on affordable rents. The remaining three are scheduled to complete in July.



Tackling Anti-Social Behaviour

We all have the right to live in a safe and pleasant neighbourhood. That's why we take Anti-Social Behaviour (ASB) seriously.

Anti-Social Behaviour is defined by Section 2(1) of the Anti-Social Behaviour Crime & Policing Act 2014 as:

- (a) conduct that has caused, or is likely to cause, harassment, alarm or distress to any person,
- (b) conduct capable of causing nuisance or annoyance to a person in relation to that person's occupation of residential premises, or
- (c) conduct capable of causing housing-related nuisance or annoyance to any person.

For possession proceedings, the grounds for possession define ASB as:

Where the tenant or a person residing or visiting the property (a) "has been guilty of conduct causing or likely to cause a nuisance or annoyance to a person residing, visiting or otherwise engaging in a lawful activity in the locality, or (b) has been convicted of – using the dwelling-house or allowing it to be used for immoral or illegal purposes, or an indictable offence committed in, or in the locality of, the dwelling-house".

What happens when you report ASB to us

We aim to respond to reports of ASB within five working days, when our threshold is met or, for urgent cases, within 24 hours.

Remember, if you feel that you're at immediate risk, or if you are reporting a criminal offence, please contact the police by dialling 999.

In the last year, we have recorded 53 anti-social behaviour (ASB) cases, 42 of which have been resolved. The cases that remain open for longer are generally complex cases involving crimes, which are harder to resolve and take longer to investigate.

How you can help

Most problems between neighbours can be sorted out privately before you make a formal complaint. Where appropriate, you can try to resolve the issue by talking to them in the first instance. The ASB Help charities' website, <https://asbhelp.co.uk>, has lots of useful suggestions on how to do this. If this isn't possible or doesn't work, please report the behaviour to us. Don't put yourself at risk.

If you are bothered by noise, then the noise app can help. You can use the free app to make audio recordings of the noise (up to 30 seconds) and 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.



How to report ASB to us

You can report ASB to us by:

- completing the online form on www.tuntum.co.uk
- E-mailing housing@tuntum.co.uk
- Talking directly to staff members on estate visits
- Phoning 0115 916 6066, option 3.
- Through a third party (e.g. Councillor, friend or relative)

You can find out more about ASB, reporting it and our policies at www.tuntum.co.uk

What is classed as ASB?

Question: When is behaviour anti-social?

Answer: When it causes nuisance or distress to others in that neighbourhood and community

Question: If it is not ASB what is it?

Answer: It could simply be different lifestyles and understandings by individuals that require neighbours to agree to live alongside each other. It may be a tenancy management matter.

	ASB	Tenancy management matter	Lifestyle Differences
Mate Crime	✓		
Violent Crime	✓		
Threatening Behaviour	✓		
Behaviours deliberately causing distress to others	✓		
Intimidation	✓		
Harassment	✓		
Noise nuisance	✓		
Noise caused by normal living			✓
Children playing			✓
Hate Crime	✓		
Domestic Violence	✓		
Animal cruelty		✓	
Fly tipping	✓		
Litter		✓	
Vandalism/damage to other people's property	✓		
DIY activities			✓
Parties/celebrations/barbecues			✓
Damage to own property		✓	
Prostitution	✓*	✓	
Drug dealing	✓*	✓	
Drug use		✓*	✓
Cooking skills			✓
Religious and Cultural practice			✓
Inconsiderate parking		✓	✓
Dangerous driving/bike riding/mini moto/skateboarding on our estates	✓		
Fireworks		✓**	✓
Bonfires		✓**	✓
Hoarding		✓*	✓
Unkempt gardens	✓*	✓	
Nuisance caused by pets		✓	
Neighbour disagreements			✓
Smoking			✓
Bins and Recycling			✓
Lifestyle clashes			✓

*Where it impacts the wider community

**bound by legislation

Celebrating successes with Refugee Futures

Refugee Futures are currently working in the Mansfield and Ashfield District Council areas, supporting Syrian and Afghani refugees, on behalf of both councils. They advocate on behalf of clients to access mainstream services, including, schools, GP's, ESOL (English for speakers of other languages), etc. and liaise with local voluntary groups, churches, etc. who can help families integrate.

In May, they held two leaving parties in Hucknall for the families that have come to an end of their 5-year support programme. The parties were attended by people who have supported them along their journey of resettlement, including the Baptist church, Ashfield District Council, Holgate Academy staff, local employers, volunteers from conversational English classes, ESOL teachers and

Refugee Futures staff. The families really enjoyed reminiscing about their first months arriving into the UK, and the amazing progress they have both made.

In one of the families, the father works full time, his wife works part time, and their older children are about to start university and A-levels.

In the other the father has started his own business, and is doing very well. He had support from us, and a local business that gave him his first job and they became proud parents to another child in November last year, their other children are all doing well.

In June, one of our Afghani clients, Jamsheed, who has been studying at West Notts College for the past few months, went to an awards ceremony at the college and he picked up two awards, one for 'Overcoming Adversity' and the 'Principal's Award'.

On receiving the awards and of the support he has received from Refugee Futures, Jamsheed said "I'm very happy that the UK Government, Home Office, and Tuntum helped and supported us. And in this way the college teachers try harder to make me learn the lesson better and work harder. My family and I became more optimistic about our future, and I try to study more and try to serve the community better. Thanks!"



Sheltered Housing residents have their say

We recently surveyed our sheltered housing residents. It was great to see that 100% of respondents are either very satisfied or satisfied with the service provided by Tuntum and with the helpfulness of Tuntum staff.

We're pleased that 57% of respondents are either very satisfied or satisfied that service charges provide value for money. It was also positive to see that 43% of respondents think that Tuntum's services have become much better or better in the last 6 months.

One person from each scheme won a £50 voucher for taking part in the survey. At Churchfield Terrace, Esther decided give her voucher to her fellow resident Robin who spends time nurturing the garden. Robin was very pleased and used the voucher to help make the garden even prettier.

At Balisier Court, John won the £50 voucher and decided to spend the money on food so that he could cook a meal for the residents, it was great to hear that lots of people ate with him over the bank holiday weekend!

We love the generous, neighbourly spirit that both Esther and John showed.



Board recruitment

In September, Michelle Bateman and Mark Taylor will both be stepping down from the board having been elected in 2013. Michelle is the Vice-Chair of the board and Chair of the People & Governance Committee and Mark is the Chair of the Audit & Risk Committee.

They have both made significant contributions to the governance of Tuntum

over their nine years of service and will be missed. Tuntum's Rules state that we must be governed by a board comprising of twelve members. We are therefore in the process of recruiting to the board, particularly people with skills in risk and treasury management, and the new members will be elected at the Annual General Meeting in September.

Nominations open for the Black Achiever's Awards 2022

Tuntum is proud to sponsor the awards category of 'Cultural, Music & Arts' at the Black Achievers Awards 2022 in Nottingham. The awards are a black-tie event held in Nottingham in October to celebrate Black History Month. There are ten categories and nominations are open until the 31st of August. The categories are:

Young Achiever / Sports Person / Community Volunteer / Outstanding Parent / Culture Music & Arts / Most Transformed Life / Black Business Woman Award 2022 / Black Business Man Award 2022 / Learning, Skills & Employment Award 2022 / Lifetime Community Contributor Award 2022

You can find out more and nominate someone at www.tuntum.co.uk/news

**Spectacular
costumes!**

nottingham
carnival

**Live
music!**

**Family
friendly!**

**Food
stalls!**

Funfair!

NOTTINGHAM CARNIVAL IS BACK!

SUNDAY 21 AUGUST 2022

VICTORIA EMBANKMENT, 12 - 8 PM

Parade starts at 2pm | Site entry £5 U12s free

www.nottinghamcarnival.co.uk

 NottinghamCarnival

 Notts_Carnival



Design the most colourful carnival costume you can and send a photo of your completed artwork to ChristinaMorgan-Danvers@tuntum.co.uk and you could win this Crayola art set worth £30.

Kids Page



Picture credit: emccan and Paul Hamlyn Foundation

Engage with us

How does your garden grow?

We know that our tenants are green fingered and love to spend time in their gardens. If you want to share a photo of your garden or if you have a top tip to share, then send your pictures or tips in.



If we print any of your pictures or your gardening tips then we'll send you a **£25 Love2Shop voucher**.

Email them to **ChristinaMorgan-Danvers@tuntum.co.uk**.

We want to hear your voice

Here at Tuntum Housing we pride ourselves on providing the best possible services to all of our residents, because without you Tuntum would not exist.

However, we totally accept that at times we may not quite get it right first time.

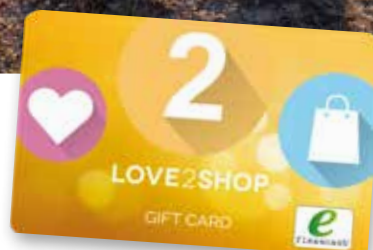
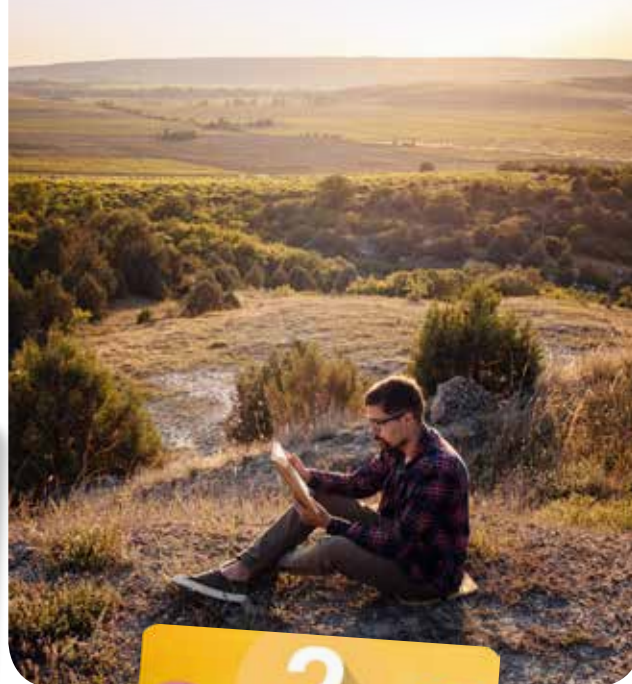
This is why we need you to come and join us in having your say on the services that matter to you!

Contact your Customer Excellence Lead for a chat about how YOU can get involved!

We all have a voice and together, we can make sure that your voice is heard.

Are you Engaged?

Send us a photo of the weirdest, most relaxing or furthest place away from home that you read Engage magazine.



Kids page winner

Congratulations to **Harry** aged 4 1/2 from Derby for winning our Spring kids page. We hope you enjoy creating more art with your Crayola art kit!

"Harry loves art, so he was over the moon to hear that he had won."



Well done Harry!

Safe BBQ fun in the sun

Barbecues should be a safe and enjoyable experience but it's all too easy to be distracted when you have friends and family around you whilst cooking.

To avoid injuries or damage to property, follow these simple precautions:

General Safety

- Make sure your barbecue is in good working order
- Ensure the barbecue is on a flat site, well away from a shed, trees or shrubs
- Keep children, garden games and pets well away from the cooking area
- Never leave the barbecue unattended
- Keep a bucket of water or sand nearby for emergencies
- Ensure the barbecue is cool before attempting to move it.

Charcoal Barbecues

- Use only enough charcoal to cover the base to a depth of about 50mm (2 inches)
- Only use recognised fire lighters or starter fuel and only on cold coals – use the minimum necessary and never use petrol
- Never put hot ashes straight into a dustbin or wheelie bin – they could melt the plastic and cause a fire.

Gas Barbecues

- Make sure the tap is turned off before changing the gas cylinder
- Change cylinders outdoors if possible or in a well-ventilated area
- If you suspect a leak to the cylinder or pipe work, brush soapy water around the joints and watch for bubbles – tighten to fix but do not overtighten
- After cooking, turn off the gas cylinder before turning it off at the controls to ensure any residual gas in the pipe work is used up.



Contents insurance provides cover for home contents and personal belongings in the event of a fire, flood, theft and many more household risks.

See below real life claim example:

**A tenant suffered water damage in the home, and rainwater was pouring through into the attic and daughter's bedroom which ruined the decoration, and the carpet was drenched with a strong odour.*

As soon as it happened the Landlord sent out a plumber and a roofer. Fortunately, this tenant had a home contents insurance policy which meant the claim was settled within 8 weeks, and cash issued for the customer to arrange their own replacements for the insured damaged decor. The Insurers made the journey as smooth as possible and that meant the daughter's room was redecorated within no time at all.

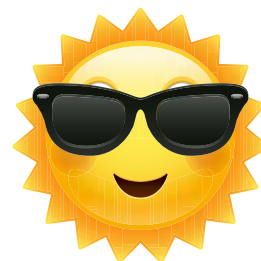
*True example of claim made via the Thistle Tenant Risks home contents insurance schemes July 2021. Source: Ageas Insurance Ltd.

For further information pick up an information pack from your local housing office or call

My Home on 0345 450 7288

or visit www.thistlemyhome.co.uk where you can request a call back and use the handy sum insured calculator.

Summer Puzzle



Can you add the missing vowels (A, E, I, O or U) to complete these seasonal phrases?

N _ T _ _ _ C L _ _ D _ _ N _ T H _ _ S K Y

S _ N , _ _ S _ _ _ _ _ N D _ _ S _ _ N D

H _ R _ _ _ C _ M _ S _ _ T H _ _ _ S _ _ N

Email a photo of your completed phrases to ChristinaMorgan-Danvers@tuntum.co.uk and you could win a **£25 Love2Shop voucher** to use in a variety of stores.



Spring Puzzle solution

Congratulations to **Samantha** for winning a £25 Love2Shop voucher for correctly completing the Spring Sudoku. Here's the solution:

M	B	A	L
L	A	B	M
A	L	M	B
B	M	L	A

Good to know...

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.



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.

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



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

