

ENGAGE

AUTUMN 2022



Refugee Futures Fly The Flag

.....
*Nottingham Carnival came alive with a great
show of flags and silk banners created by six
local Afghan families*

Page 5

**Sign up for
MyTenancy - you
may win £50!**

Page 3

**Complaint
handling code**

Page 8

**Headwize update -
free mental health
support**

Page 9

Contents

Sign up for MyTenancy	3
Controlling condensation	3
Access required	3
Nottingham Carnival in pictures	4
Refugee Futures fly the flag...	5
Ask Christina	6
Residents celebrate 60 years of Jamaican independence	7
New development update	7
Housing Ombudsman Complaint Handling Code	8
Headwize update	9
Safeguarding	10
Homegrown success	11
Get help to get online and see what you can save!	11
Specialist housing end of summer BBQ	11
Kids page winner	12
Lighbulb moment	12
Struggling to pay your utility bills?	12
Help us to help you	12
Kids Page	13
Estate inspections and maintenance	14
Asbestos in your home	15
Autumn puzzle	16

Foreword from CEO

Richard Renwick

In this month's copy of Engage we feature a number of social value activities that we deliver and have been doing for a number years all aimed at improving the social wellbeing of our tenants and the communities we work with. We are fortunate that for most of these activities we have managed to attract funding from other bodies such as Comic Relief, the National Lottery and for the Nottingham Carnival, Arts Council England via the East Midlands Carnival Arts Network. We see these social activities as an important part of our mission but of course secondary to our main purpose of providing good quality homes. We are fully aware that this is a tough time for the majority of our tenants mainly caused by the rising cost of living and the increasing cost of energy. Our staff are there to support you whenever possible. If you visit our website you will see that we have a separate feature entitled 'Cost of Living Support and Advice' where we try to put in as much information as we can gather to give you guidance on where you can go for further support. I would recommend that you visit this when you feel it would appropriate to do so and we would welcome some feedback on how we can improve the information on there.

Kind regards,

Richard



Struggling to pay your rent?

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.

Please check out **www.tuntum.co.uk** for additional Cost of Living Crisis support information.



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 **67%** of our tenants, and less than **15%** 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 MyTenancy. Find out how to register at www.tuntum.co.uk

We will be giving away £50 shopping vouchers to three randomly selected residents who have an active MyTenancy account before the 14th December. The lucky winners will be emailed their vouchers in time for Christmas.

To **REGISTER**
go to our website:

www.tuntum.co.uk

and click on **'MYTENANCY'**
or scan here



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, you may not want to keep our windows open, particularly when it's cold outside.

Here are some 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.
- Make sure your home is adequately 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.

You can find out more about damp and condensation and tips for dealing with them on www.tuntum.co.uk



Access required



Tuntum needs regular access to our homes to complete gas safety checks, boiler services, asbestos surveys and Electrical Installation Condition Report (EICRs). We are also currently installing Carbon Monoxide (CO) monitors where required, which will be completed by March 2023.

All of these appointments and visits will be pre-arranged with you in writing.

Not going to be in?

Please let us know. It would help if you were in when we come, so we don't have a wasted journey and others who need a repair don't miss out. The sooner we know, the better, so if you're not going to be available for any reason, call us on **0115 916 6066** option 1 to rearrange.

Nottingham Carnival in pictures

As the main organiser, we were delighted that the annual Nottingham Carnival was back as a live event. Held in August at the Victoria Embankment, Nottingham, more than 15,000 people attended the event with over 5,000 coming just to watch the spectacular parade.

We had numerous troupes from Nottingham and around the country participating in the colourful Carnival Parade, which lasted for more than two hours. On the Carnival site this year, we had a fun fair, lots of food stalls, a Kids Zone, run by Tuntum staff, and four music zones featuring over 30 live performers, DJs and sound systems.



Tuntum's Kids Zone

The Tuntum Kids' Zone was a great success. Parents at the carnival welcomed the tent of free activities, including glitter tattoos, a costume selfie area, carnival scratch art masks, carnival colouring and sweets for the children.



Refugee Futures fly the flag...

...at Nottingham Carnival

During July, six Afghan families took part in a four-week workshop with local artist Lia Fox-Griffiths to create some silk banners. The theme of the flags was endangered species, amongst other topics. The workshops were a huge success and prompted many discussions on wildlife in Afghanistan and how this had changed over the years.

Some of the younger children made sun catchers, which they enjoyed, along with carnival headdresses.

A total of 12 flags were made. They were placed on long poles and paraded at Nottingham Carnival.

The flags will be exhibited at some local venues across the county. Dates and venues will be confirmed on Tuntum's social media sites.



...nationally

Congratulations to Nicole Wood and Karolina Kostrzewa-Mousavi from our Refugee Futures Team for having their work recognised as good practice nationally.

Nicole wrote a report, which included case studies about their EU work. This has now been recognised by the Department for Levelling Up, Housing & Communities and embedded in the national strategy for supporting EU clients as part of their best practice recommendations in the report 'Ending rough sleeping for good'.

Here's an extract from page 81 of the report the Case Study: Recovery in Action:

Employment And Engagement Officer –
Mansfield District Council

"Our Employment & Engagement Officer is recruited through Tuntum Housing Association in Nottinghamshire who have extensive

knowledge of working with non-UK nationals (NUKN) and the challenges that can bring. The role works two days a week with NUKN sleeping rough who have the right to work with no recourse to public funds, to help them gain employment so they can afford to live independently in the private rented sector. In 2018 we had an increase in NUKN sleeping rough and accessing our emergency accommodation and it proved challenging to help them move on. This role has worked with the clients to gain ID, settled status, job searching, recruitment agency liaison and even English for Speakers of Other Languages (ESOL) classes to help them move on from rough sleeping and into their own accommodation...."

You can read the full extract and download the report at www.tuntum.co.uk.

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, We have a new addition to our family, and would like to move into a bigger home, how do I register with you to do this?

Answer:

A lot of people believe they register direct with Tuntum or that we keep a waiting list for properties, which we don't.

We are a social housing provider; we are bound by laws and government regulations which tell us how to occupy our homes. Like many local councils and housing associations, the majority of our homes are available through Choice-Based Letting schemes (CBL). CBL schemes allow you to make choices about where you want to live and which home is most suitable for you. We suggest you visit your local council website to find out more information about the CBL scheme in your area.

How Does It Work?

CBL works through a bidding and points system. When a home becomes available, new and existing tenants can place a bid if they think it is suitable for them.

Most homes will have several people bidding for them at once. Bids can be made online, by text,

over the phone or by post. After a certain amount of time, the home will be closed to bids. You can place bids on several homes at once. Although to avoid wasting your own time, we recommend that you choose carefully and only bid on homes you really want.



Each applicant has a certain number of points. The points system is based on the priority needs and current situation of the applicant. Those with more points are considered a higher priority.

The priority level is based on many factors. Once the home is closed to applicants, the bids are then checked, and the property is offered to the applicant that is highest on the priority list. If that person rejects the home, it will be offered to the next person on the priority list, and so on. Please bear in mind, if you reject a home after you have bid on it, you may lose points.

Homeless individuals tend to be high on the priority list to ensure they are housed quickly.

Who Can Use A Choice-Based Letting Scheme?

CBL schemes are available to new and existing tenants.

Tuntum tenants can use the CBL scheme to transfer to a new home. Swapping your existing home with another tenant may also be possible, providing they rent their home through Tuntum or the same local council. This is known as Mutual Exchange.

Applying Direct Through Tuntum

We are members of CBL schemes, and so we do not hold waiting lists. On the rare occasion that we have been unsuccessful in letting a home through a CBL scheme, we may advertise it on our website. You can see what we have available now by visiting **www.tuntum.co.uk**.



Residents celebrate 60 years of Jamaican independence

Marc Millingham, Estates Housing Officer and Laverne Dubois, Sheltered Housing Manager, helped our Sheltered Housing residents to organise a party to celebrate the 60th Jamaican Independence Day on the 6th August.

Tenants from Tuntum's three sheltered housing schemes formed an events committee to organise the celebrations. Laverne thanked Terry, Monica, Christopher, Jacqueline and Paul for their hard work.

Following a welcome introduction from the Chair of Tuntum's Board, Junior Hemans, the celebration started with tributes from two Nottingham-based authors Norma Gregory and Pitman Brown.

Party-goers played dominoes whilst enjoying the sounds of the Caribbean, played by a DJ, whilst feasting on authentic dishes washed down with traditional fruit and pineapple punch prepared by residents.

The Nottingham Post covered the event in an article called "The Jamaican community who came to Nottingham and 'stepped up' in search for a better life". You can find a link to the article in the news section of Tuntum's website.



New development update

Lupin Close, Nottingham – 11 flats and 17 homes for affordable rent are due to complete in November 2022.

Thoresby Road, Mansfield – 9 affordable rented homes should be complete in February 2023.



Cotmanhay Road, Ilkeston - this site is in Ilkeston and the third phase of our Stratford Street development. There are two 3-bed houses due to be completed in October 2022.

Housing Ombudsman - Complaint Handling Code

Earlier this year the Housing Ombudsman released the 2nd version of their 'Complaints Handling Code'. The code outlines how social housing providers must handle complaints. Additionally, all providers must complete a self-assessment form to prove their compliance.

We want to thank all those residents who got in touch with us following a request for help on our website. Several tenants had the opportunity to review our self-assessment and provide feedback before it was published online on the 1st of October 2022.

The new code specifies that a member of the governing body should be appointed to

have lead responsibility for complaints to support a positive complaint handling culture. The Chair of our Customer Experience Committee, Chris Jones, has been appointed in this role. Chris receives all the information on the complaints we receive, reviewing any issues and trends arising from complaint handling.



Thanks to Julie, a tenant, who reviewed the HOS self-assessment and won a gift card.

Learning Lessons From Complaints

We recognise that to improve our services we must listen to our tenants and learn from the complaints we receive. At the start of each month our Housing Services Manager, Technical Services Manager, and Specialist Housing Manager all meet with our Customer Excellence Leader to review the complaints we resolved in the previous month.

Here are some of the actions we have taken as a direct result of complaints we have received:

Repairs

- We have a new strategy in place with our contractors where multiple visits will now be monitored. We have monthly meetings to review trends from the work they do.
- When damp, mould or condensation is reported, we send out a surveyor to inspect the home and, if needed, arrange a third-party assessment.
- We are improving our communication regarding planned improvement works so that our tenants know when they can expect us to improve their homes.

Specialist Housing

- We have created the role of Resettlement Worker to ensure that all specialist housing tenants have the support they need to move on to a permanent tenancy.
- We are reviewing the questions we ask prospective specialist housing tenants at their

Complaints



Resident involvement in shaping how we handle our complaints is really important to us. In 2023 our Complaints Policy is due for a review. If you would like to get involved in reviewing the policy, and having a say on new things you think should be in our new policy, please get in touch.

We're happy to accept complaints via telephone, in person, an email or letter, via the forms on our website or even on social media. You can find our complaints policy under the Contact section of our website.

interview to prepare them to move into communal living.

- We have stopped accepting cash as payment and arranged for all residents to set up direct debits.

General Needs Housing

- Regular inspections are now included as a routine in sheltered housing schemes so that we pick up interior and exterior issues.
- We are completing occupancy checks to support our tenants from the outset of their tenancy with us. These checks will mean that we can help manage our tenants' needs.
- We are working on improving our emails so that they are detailed and respond to the questions we have been asked. We make sure that we take the time to explain our reasoning so that tenants understand why we have reached a decision.

Asha Williams

Headwize update

Tuntum is part of the Headwize project, which provides enhanced mental health support and services to young people from Black, Asian and Minority Ethnic (BAME) communities. As a delivery partner, the support service has been opened up to all Tuntum residents.

Talia Robinson and Asha Williams are employed by Tuntum and just joined the Headwize team. Asha gave us an update on what she has been doing since starting and how you can make a referral for Headwize's support.

"I am nearly two months into my new job role as a Mental Health Support Worker. In the past few weeks, I have been getting to know most of the service clients I support over the phone and face to face.

I have been recently supporting an older lady who has been suffering with her mental health since coming out of the pandemic. She lost her job and car due to the impact of Covid-19 and has been feeling alone and unwanted at times. We have phone calls each week where she can offload to me about how she's feeling.

**"It's okay not to be okay.
The secret of change is to
focus all your energy not
on fighting the old but on
building the new."**

As the weeks have passed, I find that she is more cheerful about herself and life. I have found her a befriender who is in the process of assessing her needs to match her up with someone suitable who will call her weekly and meet for a cup of coffee. Hopefully, this will give her some hope and confidence when she gets up in the morning and have something to look forward to.

I have also been working with several young adults who have needed various support.

One of them is struggling with mental health and self-harm. We have been working together to prevent this from happening, and we are due to see the GP in the coming weeks for support with this.

I am also supporting a family with a housing issue at the moment. A young man's behaviour is causing his mum to be distressed, so she wants him to move out of the family home.



We are in the process of getting a referral with Social Services for him to possibly go into independent living and supporting him with completing PIP forms and attending GP appointments.

I am looking forward to seeing positive outcomes from the people I am currently supporting and to welcoming new clients.

If you feel you could benefit from our service you can find us online at **www.headwize.org** where you can fill out a short referral form or someone can refer you on your behalf."



Safeguarding

We take safeguarding extremely seriously.

We are committed to protecting people's health, wellbeing and human rights. We adopt a proactive approach to safeguarding and do everything we can to make sure all individuals accessing our services can do so without fear of harm, abuse or neglect.

We have policies and procedures in place to try to make sure the people we support are protected from harm.

If you have a concern:

Help us to keep everyone safe by immediately reporting any concerns you may have that someone is being abused or harmed, or may be at risk of abuse or harm.

What is a safeguarding concern?

Abuse can include:

Physical abuse – including hitting, slapping, pushing, kicking, misuse of medication, restraint or inappropriate sanctions.

Sexual abuse – unwanted touching, kissing, sexual assault or sexual acts to which a person has not or could not consent to, or was pressured into consenting to.

Emotional/psychological abuse – shouting or swearing that makes a person afraid or behaviour that is threatening or isolating.

Financial or material abuse – theft or fraud in relation to money or property, taken without consent or under pressure.

Neglect and acts of omission – not being cared for properly or denied privacy, choice or social contact.

Domestic abuse – including psychological, physical, sexual, financial, emotional abuse or so-called 'honour'-based violence.

Discriminatory abuse – suffering from the above on the grounds of religion, culture, age, gender, sexuality or disability.

Modern slavery – including human trafficking, forced labour and domestic servitude.

Organisational abuse – mistreatment or abuse by a 'regime' within an institution or service.

If you are aware of someone at risk and they live in a Tuntum property, please contact us on 0115 9166066 so we can look at how best to support that individual.

If you have concerns for an adult and they aren't a customer of Tuntum then please visit the Government's website for more ways to report a concern:

If you have an immediate concern about someone's safety call 999.

www.gov.uk/report-abuse-of-older-person

www.gov.uk/report-child-abuse

You should also contact the social care department at your local council.

Any information you give us will be treated confidentially.

Your name, place of work where relevant and contact details that you provide will be shared with the relevant agency and be part of their investigation. The information may be disclosed to a number of agencies and individuals relevant to the investigation, including but not limited to the following:

- Police;
- Local Authority Social Services; and
- Other (e.g. NSPCC).

Please note that there is no absolute right to anonymity and this can only be granted by a judge subject to precedent and current legislation.

More information may be required from you by the investigating agency and witness statements may also be requested. For more details on how your personal data is processed, you can read our privacy statement at www.tuntum.co.uk.

You can find out more about safeguarding, abuse and useful links for support at www.tuntum.co.uk.



Homegrown success

The Old Vicarage is our housing scheme for people with mental health difficulties. The team there were kindly donated some house plants which needed some care. Their clients have enjoyed nurturing them back to health and are now flourishing.

The staff at The Old Vicarage have also been having positive conversations with their clients about nutrition, seasonal foods, and where our food comes from.

They have been preparing an area of tired old soil ready to plant crops of fruit and vegetables for next year.

For many of their clients, this is the first time they have had an opportunity to grow their own food. Mick Clifford, Team Leader for Mental Health Services, said,

“We are very much looking forward to seeing our clients participate and grow both their knowledge and vegetables.

As a staff team, we are taking a gentle approach to what we see as a perfect therapeutic project. Small amounts of daily care can bring an amazing return. It's a fantastic opportunity; everyone, staff included, looks forward to what's to come”.



Get help to get online and see what you can save!

The Cost of Living Crisis is affecting everyone. Money-saving experts often advise using price comparison sites and shopping around online to get the best deals. If you don't have an internet-enabled device or aren't very confident online, this can be a huge barrier to saving money.

We have a partnership with ClickSilver Connections who provide free 1-2-1 mentoring on smartphones and computers. They also run courses on staying safe online. Call Christina Morgan-Danvers on **0115 916 6066** to find out more.



Specialist housing end of summer BBQ

In September, the Specialist Housing team hosted a final BBQ to end the summer for all their residents and their family and friends.

The team came together and put their personal touch on everything. The ambience was fantastic, even though the weather tried to dampen things.

The residents that attended were really happy and said they “enjoyed the vibe, food and the music”. They are looking forward to the next activity, which is a trip to Liverpool.



Kid's page winner



Congratulations to Zoya from Nottingham for winning our Summer kids page. We hope you enjoy creating more fantastic drawings with your Crayola art kit!



Lightbulb moment



Changing a lightbulb is the responsibility of a tenant or resident, unless you have high ceilings or are physically unable to. If this applies to you, please contact our Support Resolution Team on 0115 916 6066 option 1.

If you are changing your lightbulbs then we would recommend that you look for opportunities to buy energy-efficient bulbs.

Making a switch to energy-saving bulbs can make a big difference in two ways:

- They use less energy and so reduce your carbon footprint
- Using less energy means you'll save money

The Energy Saving Trust has worked out that if you replaced all the bulbs in your home with LED bulbs, you could reduce your carbon emissions by up to 40kg a year. That's around the same amount of emissions as driving your car 140 miles!.

Lighting makes up around 15% of the average home's electricity bill.

Struggling to pay your utility bills?

Despite the energy price cap, energy prices have recently soared for millions of people around the UK.

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, ensuring you're on the best tariff available.

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 from the Energy Saving Trust* on how to save on your energy bills:

- Switch off plugs on standby | **up to £65**
- Draught-proof gaps | **up to £125**
- Turn off lights in rooms you aren't in | **up to £25**
- Take a 4-minute shower | **up to £95**
- Swap one bath a week for a shower | **up to £20**
- Avoid using a tumble drier | **up to £70**

*England, Scotland and Wales savings are for a typical three-bedroom, gas-heated home in Great Britain, using a gas price of 10.3p/kWh and electricity price of 34.0p/kWh (based on Energy Price Guarantee October 2022). Water savings are based on average occupancy.

Help us to help you



You can report a repair 24/7 using the MyTenancy portal, where you can also upload photos of the issue, which helps us when booking the repair work. Details of how to access MyTenancy are available on www.tuntum.co.uk

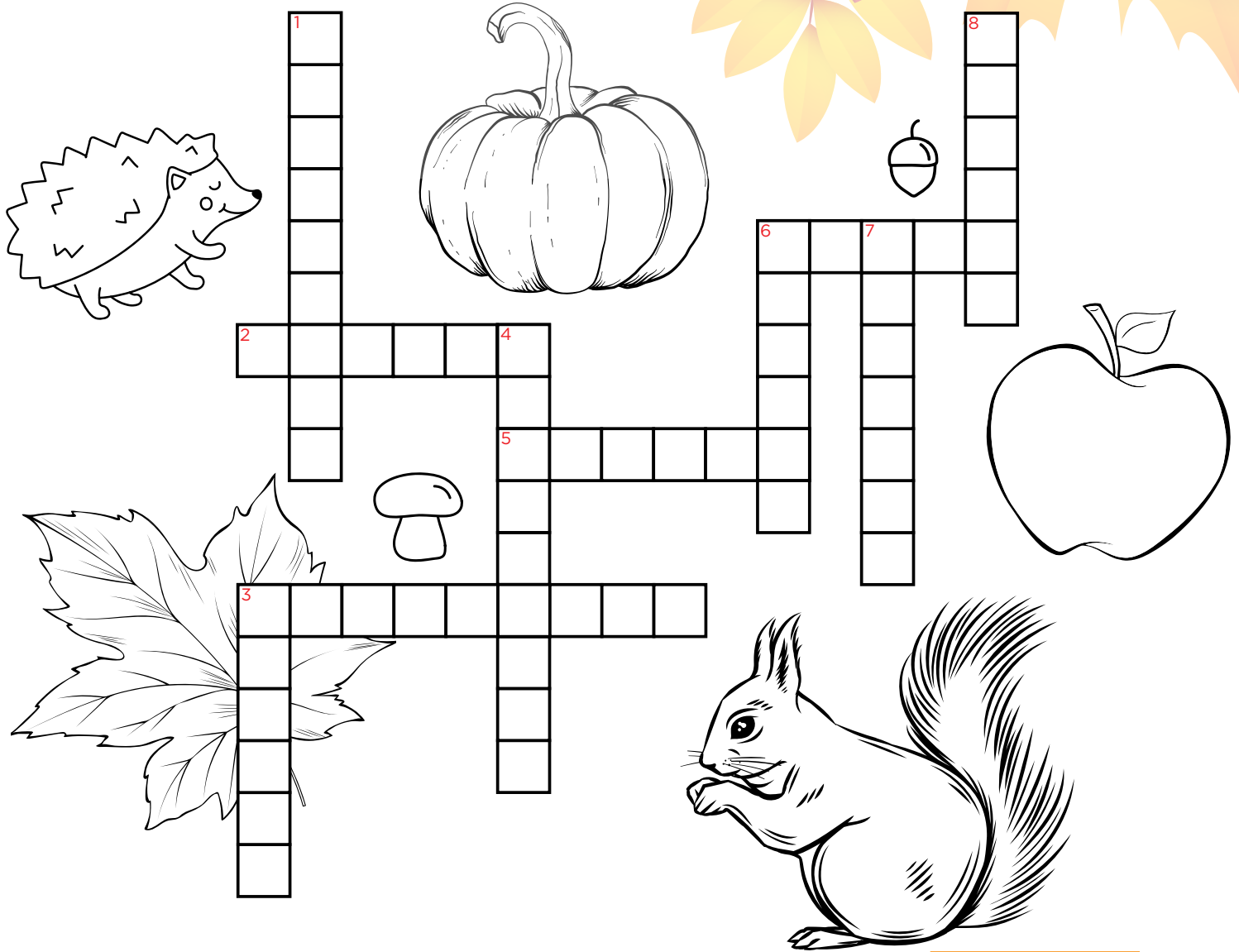
If you want to email about a repair, please use repairs@tuntum.co.uk

If your query is about one of our Specialist Housing schemes (Karibu House, Imaani House or 100 Derby Road) then please use specialisthousing@tuntum.co.uk

If you have a query that you are not sure where to direct to, please use admin@tuntum.co.uk

Kids Page

Autumn Crossword



ACROSS

- 2 These change colour in Autumn
 3 A yellow vegetable harvested in Autumn
 5 Spring, Summer, _ _ _ _ _ , Winter
 6 A sweet fruit that can be red or green

DOWN

- 1 A spooky event in October
 3 What you may get if you Trick or Treat
 4 Used to scare birds away from fields
 6 Nuts from an oak tree
 7 A big orange vegetable
 8 Makes a web

Word Box

Acorns
 Apple
 Autumn
 Halloween
 Leaves
 Pumpkin
 Scarecrow
 Spider
 Sweetcorn
 Sweets

Complete this Autumnal crossword and send a photo of your completed puzzle to ChristinaMorgan-Danvers@tuntum.co.uk and you could win this Crayola art set worth £30.



Estate inspections and maintenance



We strive to make you proud of where you live. Using the resources we collect from you, we provide a variety of services that make our communities great places to live in. Depending on the size and needs of your estate, the following services are provided:

Gardening of communal areas

Cleaning of communal areas, including car parks and communal areas to flats

Window cleaning of flats based on agreed schedule

Removing litter and dumped items

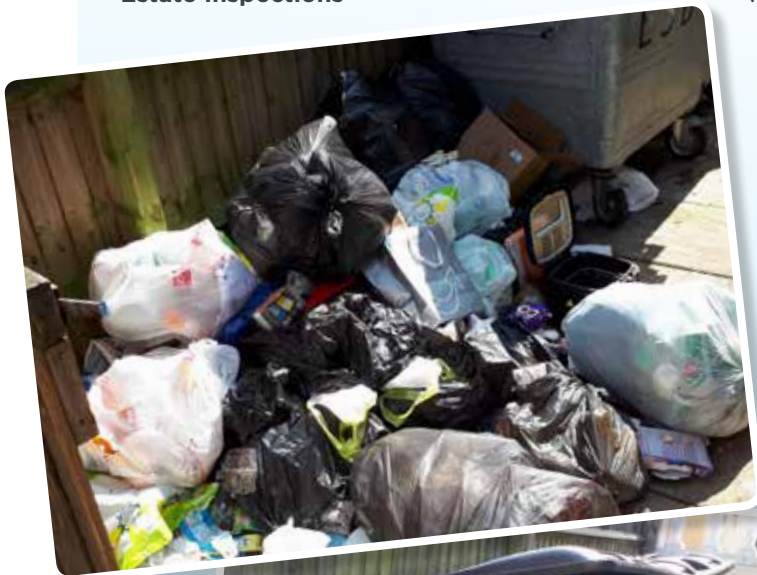
Removing graffiti

Carrying out communal repairs such as lighting

Estate Inspections

During regular estate inspections, estate housing officers carry out health and safety checks and review the quality of the cleaning and inspect repairs. Each time they visit, they will log a report and take responsibility for following up any issues and getting repairs completed quickly and effectively. On most estates, an inspection will be carried out at least once a quarter – more frequently if there are specific issues of concern.

We have a cleaning contractor that cleans communal areas in flats, including car parks, removing litter regularly. We also have a gardening contractor that provides gardening services. All our contractors have specifications which detail what duties they carry out when on site, for example how many times the grass is cut per year or how often they will clean the windows in flats. In some of our estates the contractors sign a form on the notice board which shows the work they have done.



Before



After

Asbestos in your home

Asbestos has been used as a building product for many years. Asbestos is a fibrous material which was used in building materials and construction from the 1950's through to the late 1990's.

If your home was built during this time, it might have asbestos-containing materials (ACMs). ACMs are no longer used as it was banned due to the risk of the fibres causing lung disease and permanent, serious health issues. The important thing to remember is that as long as materials containing ACMs are not disturbed, they do not pose a risk to your health. But, if it is in poor condition, becomes damaged, or is interfered with (such as by sanding, drilling, or sawing), it could become a health risk to people who are in contact with it.

Tuntum's contractors have started inspections of all properties where there may be asbestos and will continue to check every year that it remains safe. Please allow our contractors to help keep you safe by allowing access when they come to inspect. We will have written to you to advise of your appointment date. Please remember that contractors will carry identification to confirm who they work for. If you are unsure, please call us to confirm.



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.

Autumn Puzzle

Unscramble these autumnal words, take a photo of your answers and send it to **ChristinaMorgan-Danvers@tuntum.co.uk** to be in with a chance of winning a £25 Love2Shop voucher.

1. minkpup

2. saleve

3. racon

4. reconk

5. hohedegg



Summer Puzzle solution

Congratulations to Carrie for winning a £25 Love2Shop voucher for correctly completing the summer puzzle. Here's the solution:

N O T A C L O U D I N T H E S K Y

S U N , S E A A N D S A N D

H E R E C O M E S T H E S U N

Good to know...

Complaints

We welcome complaints as they allow us to improve the service we provide to you. If you want to know more about how we handle complaints, please get in touch, and we can provide you with our complaints policy.



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



SCAN ME