

# ENGAGE

WINTER 2022/2023

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**Damp and  
mould issues?**  
Report them  
to Tantum



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**Enclosed: Leaflet about reporting issues with Damp and Mould in your home. Report any issues with damp and mould using [repairs@tuntum.co.uk](mailto:repairs@tuntum.co.uk)**



# Foreword from CEO

## Richard Renwick



Welcome to the Winter issue of Engage.

In the Autumn issue of Engage I urged you to contact our staff if you are facing difficulties with your current bills, such as your heating bills. I would like to reiterate that our team are very happy to receive your calls and help you in any way we can.

Inside this issue of Engage, we enclose a separate leaflet on 'damp and mould'. This is because we know that some of our properties, particularly the older ones, are vulnerable to damp and mould at this time of the year. As you will see, the purpose of the leaflet is also to encourage you to get in touch with us, if you have not done so already, should you notice signs of damp and mould in your property.

We also wrote to you in October 2022, providing advice on condensation, the main cause of damp in our properties. We hope that you found the advice provided in that document helpful.

Finally, I would like to take the opportunity of wishing you all the warmest greetings for the Christmas Season and a Happy New Year.

Kind regards,

*Richard*



## Christmas working hours

Please note that our offices are closed from Friday 23rd December until 9am on January 3rd but staff are available on **0115 916 6066** at the times below.

**Monday 26 December**  
**Tuesday 27 December**  
**Wednesday 28 December**  
**Thursday 29 December**  
**Friday 30 December**  
**Monday 2 January**

**Closed bank holiday**  
**Closed bank holiday**  
**9am - 5pm**  
**9am - 5pm**  
**9am - 5pm**  
**Closed bank holiday**



# Annual report to tenants

GREEN = target currently met.

AMBER = failed target but within tolerance levels

RED = failed target by more than 10%

Category	Target 2021/22	Performance 2021/22	Target 2022/23
<b>General Needs Housing</b>			
Current rent arrears	3%	2.77%	3%
Re-let times	21 days	23.6 days	21 days
Rent collection	100%	98.87%	100%
Voids	1%	0.86%	1%
Tenancy turnover	5%	4%	Less than 5%
No. of properties surveyed (over 10 years old)	All properties over 10 years old that have not had a survey in the last five years.	91%	100%
<b>Specialist &amp; Sheltered Housing</b>			
Current rent arrears	2% of rent receivable	4.77% Specialist 4.18% Sheltered	100%
Rent collection	100%	97.50% Specialist 97.83% Sheltered	100%
Voids: Temporary Housing	5%	3.49%	5%
Voids: Sheltered Housing	3%	8.71%	3%
<b>Health &amp; Safety</b>			
Current gas safety certificates (CPI2)	100%	99%	100%
Safe water - (Legionella)	100%	100%	100%
Asbestos surveys - undertaken for properties built pre 2000	The next phase is to conduct annual reinspections which commenced in October.	41%	100%
Fire (Full compliance) - Undertake Risk Assessments and Implement Recommendations	100%	100%	100%
<b>Reputation</b>			
Overall satisfaction	82%+	74.5%	80%
Repair satisfaction	77%+	78%	77%+
Complaints resolved by stage 1	At least 75%	91.89%	20%
Complaints resolved by stage 2	At least 95%	95.95%	<5%
Cases sent to Independent Complaints Panel	5% or below	1.35	5% or below
<b>Repair response times</b>			
Emergency	100%	100%	100%
Urgent	90%	99%	100%
Routine	90%	96%	100%
All Repairs	93%	97%	100%

# Gas & Carbon Monoxide safety

As your landlord, we have a legal obligation to inspect and service your boiler annually. We will also check smoke alarms are working properly and if you don't already have one and need one, we will install a Carbon Monoxide (CO) detector whilst we are there.

Unsafe gas appliances and flues can produce CO. This is a very poisonous gas that can cause long-term health problems and even death.

## Warning signs that you may have a Carbon Monoxide leak can include:

- Yellow or orange flames on your appliance, rather than a crisp blue.

- Your pilot light is frequently blowing out.

- Dark or yellowish staining on/around appliances.

- Stale smelling air or the smell of exhaust fumes.

The main symptoms of Carbon Monoxide poisoning are very similar to flu, food poisoning or a virus. That's why you should also note if:

- Your symptoms only occur when you are at home, and seem to disappear when you leave home.



- Other people or pets in your household are experiencing similar symptoms, at a similar time.

## What to do if you suspect Carbon Monoxide poisoning

- Open doors and windows, turn off gas appliances and leave the house.
- Seek medical attention.
- Call us as soon as possible on 0115 9166066 option 1.

## How to avoid Carbon Monoxide poisoning:

- Make sure you're at home for your annual gas safety check. If you miss your appointment, call us on 0115 916 6066 option 1 as soon as possible.
- Our engineer will check that your Carbon Monoxide alarm is working correctly. If not, they will report the fault. If you don't have one they will install one (only if there is a gas boiler in the property). They will also check your fire and smoke alarms at the same time.
- Regularly check the 'test' button on your Carbon Monoxide alarm.

Most residents recognise how important it is that we carry out these annual gas safety checks as your boiler could have a dangerous gas or Carbon Monoxide leak that you may not be aware of.

**Please don't put your life and your home at risk, make an appointment for a gas safety check when our contractors or staff have attempted to contact you about this.**



## Many tenants suffer loss or damage caused by burst pipes!

Contents insurance is designed to help protect your possessions. No matter how careful you are, there's always a risk that your belongings could be broken, damaged or stolen so home contents insurance may help provide peace of mind.

The **My Home Contents** Scheme covers against loss and damage caused by burst pipes, fire, theft, flood damage, and much more.

Terms and conditions, limits and exclusions apply. A full policy wording is available on request.

Protect your home contents and belongings, call **My Home** and apply for cover today on

**0345 450 7288**

Or visit

**www.thistlemyhome.co.uk** where you can request someone to call you back.



The National Housing Federation working in partnership with 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. Our Data Protection Privacy Policy is online at <https://www.thistlemyhome.co.uk/Privacy-Policy>

## Kids Page

Well done to clever 6-year-old Melva who correctly completed our Autumn Kids Page puzzle.





# Struggling to pay your rent?

Our Income Management team can support you if you are having difficulties paying your rent. We can also signpost you to other agencies that can 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 understand the pressures to spend money at Christmas but you

must ensure you pay your rent. We don't want anyone to risk losing their home.

If you have any difficulty making payments, contact the Income Team as soon as possible on 0115 916 6066 option 2.

You can also check out the Money & Finances pages on our website: [www.tuntum.co.uk](http://www.tuntum.co.uk).



# Welcome on Board!

At the Annual General Meeting, three new Board members were elected. Olu Oloruntuyi, Janet Glass and Nick Murphy all have a wealth of housing experience that they bring to Tuntum's Board. You can read their profiles on [www.tuntum.co.uk](http://www.tuntum.co.uk).

In November, Nick and Olu met some residents and visited schemes as part of their induction process. Thanks to all the residents who took the time to speak to them that day.

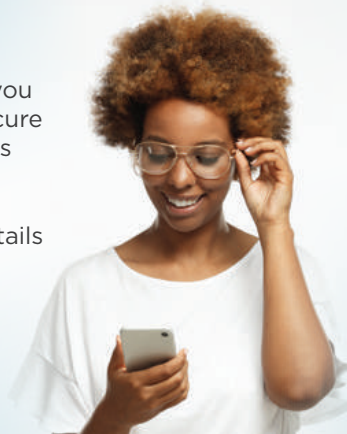


# Register for MyTenancy



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

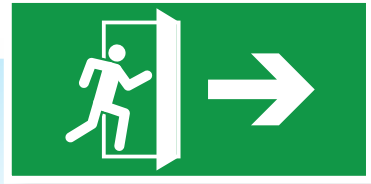


**USE THIS QR CODE TO FIND OUT HOW TO REGISTER FOR MYTENANCY.**



**SCAN ME**

# Fire safety checks



A recent government response to the tragedy at Grenfell Tower has been to bring in a new set of Fire Regulations which will take effect in January 2023.

As part of this Tuntum are required to carry out checks to the fire doors in our blocks of flats and annual checks of smoke detectors. We will be writing to you soon if you are

affected by this. Your cooperation would be very much appreciated in allowing us to carry out these checks.

It is really important to get in touch with us if your fire door does not close properly or is damaged so that we can carry out a repair. The same applies to smoke and carbon monoxide detectors.

## Black History Month quiz at Imaani House

**Tuntum has Specialist Housing schemes which cater for young people at risk of homelessness. Our Specialist Housing schemes regularly take on Social Work placement students from Nottingham Trent University as part of their course.**



One of the current placement students, Gracia, tells us about an activity she organised for the ten residents of Imaani House and what it meant to her.

"In October I organised a Black History Month Quiz with the help of my Tuntum supervisor Pauline and there was a good turnout of both residents and staff members.

I started the session by telling the residents about myself and why I want to become a Social Worker. I moved to the UK as a refugee when I was 18 and now, 14 years later, I am a mother and doing my Social Work placement. I wanted to show them that no matter your background and circumstances, you can get where you want to and I encouraged them to not be hard on themselves.

Residents were then asked to introduce themselves. I was

glad to see them opening up and talking about what they were currently doing, their circumstances, the difficulties they have faced and, importantly, what they wanted to achieve.

We then divided the residents into groups and we did the quiz I had researched and written. We had a great discussion about how some of the facts in the quiz shocked them, such as "In what year did British taxpayers stop paying off incurred government debt to compensate slave owners due to the abolition of slavery." They could

not understand how the slave owners got compensated for the abolition of slavery until 2015. The residents wondered whether British taxpayers realised this. They were so interested that they requested copies of the quiz with answers to keep.

All the residents received prizes and then we finished the session with drinks, pizzas and chatting."



# Learning Lessons from Complaints

We recognise that for us to improve the services we provide, we must listen to our tenants and learn from the complaints we receive. At the start of each month our Housing Services Manager, Property 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 are asking our contractors to let us know when they have problems gaining access to complete

work. This is so that we can be proactive and contact our tenants to let them know that we need to arrange a new appointment.

- We will be speaking with contractors to ensure that radiators are isolated when a repair is in progress, so that there is no risk of them being turned back on.
- We need to keep tenants informed should parts take longer to manufacturer.

## Specialist Housing

- Inventories are to be checked at the move in stage and signed by both parties, so that our tenants are happy with the home they have moved in to.



- Specialist are working with our voids surveyor to make sure all Specialist homes are of the same quality before being re-let.

## Housing

- We need to communicate with tenants so that they know when work is being completed at their home, including communal spaces.
- Cleaning checklists to be signed and put in place on communal noticeboards.

# 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. In each issue of Engage, she answers one of your questions. Please get in touch if you have a question you'd like answering in the the next issue.**

**Question:** Hi Christina, it doesn't feel like it has been that long since my gas boiler was serviced, why am I being asked to wait in for another appointment?

## Answer:

Many of our properties have gas central heating, fires or water heaters. The law states that we MUST check every gas appliance that we provided in our properties yearly to make sure they are

working safely. This means that if your property has a gas supply, even if you never use gas, we need to have access to your home every year.

The most important reason we carry out annual servicing is to keep you and your family safe. If any of your appliances were leaking carbon monoxide, it could cause serious illness or even death. Around 14 people in the UK die every year from the effects of carbon monoxide poisoning due to faulty gas appliances. For this reason, it is essential that you allow us access to your home to carry out our annual safety check.

Every year some people either miss appointments or refuse to let us into their home so that we can carry out the gas safety check. This is a breach of tenancy, and puts those tenants who do not allow us access, plus their neighbours, at risk. If a tenant continues to refuse access, we will take action to force entry into the property in order to carry out these important gas safety checks.

If you are unable to make the appointment booked for you, please contact us to rearrange. Once the safety check is completed, the gas engineer will issue your home with an annual gas safety certificate, called a CP12, this is usually posted out to you within a couple of days of your visit.

Gas servicing not only keeps you safe, but it also makes sure your systems are running as efficiently as possible to keep your fuel bills down!



# Winter Puzzle

Fill in the blanks with one of these missing words to create a Christmas related word.

LET ANT NOW AIR AND

C [ ] LE

S [ ] A

F [ ] Y

MIST [ ] OE

S [ ] MAN



Email a photo of your completed answers to **ChristinaMorgan-Danvers@tuntum.co.uk** and you may win a £25 Love2Shop High Street Voucher.

Puzzle open to Tuntum residents only. Closing date 24.02.2023

## Autumn Puzzle results

Congratulations to Yvonne for winning a £25 Love to Shop Voucher for correctly completing the Autumn Puzzle.

1. minkpup

P U M P K I N

2. saleve

L E A V E S

3. racon

A C O R N

4. reconk

C O N K E R

5. hohedegg

H E D G E H O G

## Good to know...

### 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](http://www.headwize.org) or call 07510 975 310.



### 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.

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](mailto:housing@tuntum.co.uk)



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

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