

ENGAGE

SPRING 2023

Woodborough Road scheme completed

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Welcome to our latest Tuntum tenants
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Happy 35th Birthday to Tuntum!

This year marks another significant milestone in the long history of Tuntum Housing Association. Over 35 years ago, a number of activists from Nottingham's black community set-up Tuntum Housing Association with the aim of providing good quality housing and jobs for people from the Black and Minority Ethnic (BME) communities in Nottingham.



Founder member Leroy Wallace

Foreword from CEO

Richard Renwick



Time to move on to different pastures.

After 29 years working as Chief Executive of Tuntum Housing Association, I finally decided that it was time to retire, which will occur on the 30th of September. It has been a privilege to have led the growth of the Association from around 50 homes when I joined in 1994 to now over 1600 homes operating in 12 different local authorities. Reflecting on the last 29 years, I am very proud of the positive difference we have made to many of our tenants and the numerous vulnerable groups we have served, including refugees, young homeless people, women fleeing domestic violence, young single mothers, etc. Then there is the fabulous Nottingham Carnival we have been delivering in partnership with the community since 1999. I am very proud of these successes and thankful to the many colleagues and board members who have served the organisation well during my time here.

On the cover, we feature our 27 new homes off Woodborough Road, Nottingham which are all now occupied. I would like to take the opportunity to welcome our new tenants to our Tuntum family.

With the very best regards

Richard



1994 Richard Renwick joins Tuntum

This was followed by registration with the Housing Corporation in 1988 as part of a national strategy to register and develop BME-led housing associations.

We have some exciting plans to celebrate this milestone which we will share on the website and our social media pages.

Damp or mould in your home

If you spot damp or mould in your home it's important to act fast. Mould is a health hazard and needs to be treated before it causes harm to you or others in your home. If you have mould and can't remove it safely or you have any signs of dampness, report it to Tuntum immediately.

Damp and mould

Condensation is the most common form of damp in homes. It appears when excess moisture in the air comes into contact with a cold surface, such as a window or a cold wall. It can lead to mould growth and tends to be worse in winter.

Your responsibilities

You are expected to ventilate and heat your home properly so that damp doesn't build up. Everyday activities like cooking, having a bath or shower and drying clothes create moisture in your home, which can lead to condensation.

It can help if you:

- cover pans when cooking
- use extractor fans in kitchens and bathrooms. If there is no fan installed or if it is not working, you should report it to Tuntum as soon as possible.

- close internal doors when you cook or shower/have a bath
- leave a gap between furniture and external walls
- partially open windows daily for 5-10 minutes to allow air to circulate

Adequate ventilation

Ensure that all rooms are ventilated. Rooms like bedrooms and living rooms usually have airbricks or air grates installed and uPVC windows sometimes have trickle vents installed. These should not be blocked or covered, as they help prevent the buildup of condensation and mould.



Example of mould from condensation



Example of penetrating damp



Example of rising damp



Report it in the **MyTenancy** portal

Call: **0115 916 6066 option 1**

Email: **repairs@tuntum.co.uk**



Water safety advice

Legionnaires' disease is an uncommon but potentially severe form of pneumonia caused by certain types of legionella bacteria, which build up in standing or slow-moving water.

Who is at risk of Legionnaires' disease?

Anyone can develop Legionnaires' disease, but most people exposed to Legionella do not become ill. You're more likely to get it if you're older and:

- you have a long-term lung condition
- you have a long-term condition that affects your heart, your kidneys or other major organs
- you smoke
- you are dependent on alcohol or drugs
- you have problems with your immune system

How do you get Legionnaires' disease?

You get infected if you breathe in water droplets from a contaminated water source. The higher-risk areas in a typical home are:

- showers and taps
- spa pools and hot tubs
- decorative fountains and hose pipes



How can Legionnaires' disease be prevented?

Good maintenance and regular flushing of water systems are key to prevention.

Any **hot or cold tap** that hasn't been used for more than **seven days** should be flushed through for at least two minutes every week (avoid splashing to minimise the release of water droplets/aerosols). This includes outside taps as well, especially in the summer when hose pipes create more droplets/aerosols.

Any **shower** that is not used within a **seven day** period should be flushed through for at least two minutes on a weekly basis at both maximum and minimum temperatures. Avoid the release of water droplets/aerosols by removing the shower head and placing the shower hose directly over the drain outlet.



Any **toilet** that hasn't been used for **seven days** should be flushed weekly with the lid closed (to avoid contact with any water droplets/aerosol).

Clean and disinfect **shower heads** regularly to ensure there's no build-up of scale or algae.

The risk of contracting Legionnaire's disease in a home where water services are regularly used is very low. However, the risk increases if the water services have not been used for an extended period, such as when you go on holiday or return from a period in hospital.

What are the symptoms of Legionnaires' disease?

If you have Legionnaires' disease, you'll have symptoms similar to pneumonia, flu or a chest infection. These symptoms can include coughing, a high temperature, difficulty breathing and chest pain or discomfort. If you have severe symptoms, get urgent advice from your GP or 111.



More severe cases of Legionnaires' disease may also cause feeling and being sick, diarrhoea and confusion.

The period of time between breathing in the bacteria and developing symptoms is normally between 2 – 10 days. However, it can take up to two weeks. About three in ten cases of Legionnaires' disease are contracted abroad, so always mention recent foreign travel when you see your doctor.

If you have a confirmed case of Legionnaires' please let us know by calling **0115 916 6066 option 1**.

Access for asbestos surveys

In the Autumn 2022 issue of Engage, we included an article explaining what asbestos was and that our contractors have started the annual inspections of properties that have it.

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.



We need to inspect asbestos every year to ensure that it remains in a safe condition and so it is important that you allow access to your home for the contractor. This will enable Tuntum to help keep you and your home safe. Please also remember that all our contractors will carry a pass and if you are unsure, call us to confirm on **0115 916 6066 option 1**.

Alarms save lives

Recent changes in fire safety regulations required us to install Carbon Monoxide (CO) detectors in homes with gas appliances. We have now successfully completed all installations in the 1300 homes that we identified needed one.

Your home should already have a smoke detector installed, and you are responsible for checking that it is still working.

You should check your smoke alarm every week by pressing the test button. Don't climb up to reach it; you could use a walking stick, a garden cane or broom to press the button. Don't, under any circumstances, check the alarm by using a naked flame, and never disconnect your smoke alarm or remove the batteries. It's there to save your life.

Smoke alarms need replacing every five years and should have the date of installation written on them. We do check smoke alarms every year when we complete annual boiler services, but if you do notice in the meantime that yours is missing, broken or out of date or if you have any concerns about fire safety in your property, then please contact us on **0115 916 6066**.

Sign up to our Resident Scrutiny Panel



Would you like to know how we deliver our services and help to improve them? If so, have you thought about becoming a member of our Resident Scrutiny Panel, called Magnify?

We're looking for new members to join the Magnify panel. Each year, you will help choose a priority aspect of Tuntum's services to investigate in-depth. You might choose to interview staff and contractors, review key documents, survey residents, arrange site visits and more.

Once you have the information you need, the panel's recommendations will be presented to the Board of Tuntum for a response, and importantly, we'll track what happens as a result. This will help improve our services to every Tuntum resident.

We will make sure that you are fully supported, and we can provide training. It can be a very rewarding process and a great opportunity to develop your skills.

Would you like to find out more? Please get in touch by email at admin@tuntum.co.uk.

Contact from contractors



At Tuntum, we have our Direct Trade Operatives (DTOs), who complete home repairs, and we also use specialist contractors. We will write to you before repair works to let you know who will visit your property.

Sometimes, the contractors or DTOs will phone you to make an appointment, especially if your home needs to be visited annually for an inspection by a specialist contractor, such as Goom Electrical, for EICR checks, and ICE Asbestos, for asbestos surveys.

If they do so, please note the contractor's company name, phone number and the date and purpose of their visit e.g. asbestos check, EICR check, smoke alarm installation.

As well as enabling you to contact them should you need to change the appointment, it will also remind you of who to expect on the day so that you can check their company ID when they visit your home.

If a DTO or contractor posts a calling card to let you know that they have been, please call them back on the number provided and arrange for them to return at a convenient time, again checking the purpose of the visit.

If you are unsure about anyone visiting your home to complete work on behalf of Tuntum, then please do call **0115 916 6066** and select **option 1** and our team will confirm their details.



Could you save money on your broadband?



Broadband is now a key utility for many, but according to regulator Ofcom, one million households are struggling to pay their broadband bill.

11 providers currently offer discounted 'social tariffs' for those on universal credit and similar benefits. But Ofcom says more than four million people eligible for them aren't taking them up, missing out on savings averaging £144/year.

The independent website, **www.MoneySavingExpert.com** has details of all the latest social broadband offers as well as many other cost-cutting ideas and guidance.

What to do if you're struggling to pay your bill

It's worth speaking to your broadband provider as soon as possible if you're going to have trouble paying your monthly bill. Some of the large providers have schemes in place to help customers who've encountered financial problems. This follows Ofcom telling firms they must do all they can to keep people's broadband running.

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 **72%** of our tenants, and less than **18%** 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 July. The lucky winners will be emailed their vouchers.

To **REGISTER**
go to our website:

www.tuntum.co.uk

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



SCAN ME



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.

Independent Complaints Panel

Did you know that if you reach the end of our internal complaints process, you have two further options? You can seek assistance from the Housing Ombudsman Service at any point of the complaint process. You can also take your complaint to the Independent Complaints Panel.



Independent Complaints Panel (ICP)

We partner with the ICP and other social landlords. The ICP is one of the few independent complaints panels. The ICP is not a part of any landlord or organisation and its members are tenants, or leaseholders, from a mix of social landlords. The ICP 'looks over the shoulder' of social landlords to ensure complaints, and complainants, are fairly dealt with. After hearing a complaint the ICP will offer recommendations to both parties. Panel members are skilled in complaint handling and have experience as tenants and leaseholders. This adds a valuable layer to the complaint process and can lessen dependence on the Housing Ombudsman.

Panel Members are volunteers who give their time freely each month. This involves reading case papers thoroughly and raising any questions before each case is heard and travelling to various locations to attend case meetings where necessary. All travel arrangements are made by Landlords, including any overnight accommodation needed and all expenses are paid by Landlords. The ICP meets once each month and is supported by the Tenant Participation Advisory Service (TPAS) to ensure that the process is fully independent and objective.

“As one of the newest members of the panel, everyone has been so friendly, welcoming and supportive. I enjoy giving something back and you can see how much it means to people that you have volunteered your time to hear their complaint.”

Panel Member, Derby

“I would say that I receive a great sense of belonging from ICP, plus it's wonderful to help people with face-to-face interaction often the first instance the customer has experienced in their dispute or problem, even though the past period has been Teams.”

**Panel Member,
Northamptonshire**

“It's very rewarding being a member of the ICP as it really does make a difference. There's quite a bit to learn, but plenty of really good training and you can't help but learn a lot. If you want something to stretch your mind this is a good place to start.”

**Panel Member,
Huntingdon**



Ask Christina...

Christina Morgan-Danvers is our Customer Experience Leader. She leads on how we learn from our complaints and responding to survey feedback, amongst other things. Each month she's going to answer one of your questions.

Question: Dear Christina, What can I do on the MyTenancy Portal? Is it worth me registering?

Answer:

My Tenancy is our online portal, you can:

- View your rent account balance, and make a payment
- View your statement of account, seeing the charges that have been applied
- View the personal information we hold for you

- View the repair history of the work we have completed at your home
- Request a new repair at your home

The portal is available 24/7 all year round, so you do not need to wait to get through to us on the phone.



If you have not registered with MyTenancy, we need your email address on our systems first. Once we have this, a profile is automatically set up. All you need to do is click the reset password button, enter your email address and a link will be sent to you.

You may need your Tenant Key. This is similar to an account number and is a unique reference number for each tenant on our systems; you will have seen this in the letters we send to you.

Question: I've tried to access the portal but I cannot get into it. Can you help?

Answer:

Don't worry; we can help you overcome any issues you have gaining access. If you have trouble logging in or registering, just get in touch with me and I'll get it fixed for you.

Complaints lessons learnt

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, Property Services Team Leader and Specialist Housing Manager all meet with our Customer Excellence Leader to review the complaints we resolved in the previous month.

Some of the actions we have taken as a direct result of complaints we have received:

Repairs

- Our Head of Asset Management & Development is looking at implementing a proactive boiler and central heating system replacement program.
- We are now receiving weekly reports from our contractors to let us know where they cannot

access a property to complete a repair. Our repairs team will follow this up with telephone contact and a letter advising that failure to allow us access is a breach of tenancy.

- We are working on a communication program to better inform our tenants on what planned improvement works we intend to complete.

Specialist Housing

- All new tenants will be provided with the furniture outlined in the agreement when they move into the home.
- We will complete resident move ins with two staff members to ensure nothing gets missed.
- We have allocated a staff member solely for resettlement to help residents move on to a permanent tenancy.



Be **SCAM** aware

There are so many scams around these days, it's worth knowing what to look out for and what can make you more vulnerable to scams that might target you.

Spotting a scam

A common way a scam starts is when you receive an email or text message you probably weren't expecting. Often, the message will appear to be from some official organisation such as HMRC, DVLA or the TV Licensing authority.

If an unexpected email or text arrives, make some simple checks of your own:

- Check the email for bad spelling and grammar
- If the message starts with a general greeting instead of your name, for example, 'Dear HMRC user', it's more likely to be a scam
- You can search the internet for the sender's details, the email subject line or the organisation's name - you might find people discussing a scam
- If the email asks for personal information, account numbers, address, or anything like that, it's worth remembering that organisations like banks or HMRC will never do that
- Check whether the email address matches the sender's name or organisation - you might have to click on their name to see the actual email address
- If ever you feel rushed into responding to an unexpected message, take a breath and pause.

It could be a scam if:

- The message contains something that just seems too good to be true. Examples might include a super cheap smartphone or a holiday that costs much less than it should.
- You may simply suspect you're not dealing with a real company. Sometimes scammers will present themselves as a company but there's no postal address, a warning sign it could be a scam
- You've been asked to transfer money quickly. Remember, scammers will often put urgency into their scams to make you do something without thinking it through
- You've been asked to pay in an unusual way.
- You've been asked to reveal personal information like passwords or PINs. Remember, no legitimate bank or genuine organisation will ask you for complete passwords or PINs



Don't click

You may have received messages by email or by text message that invite you to click on a link. Don't do it. If the link is not from someone you know, it may lead to a download of malware to your phone or computer that could be used to compromise your personal information. Or it could download a virus.

Keep it secret, keep it safe

Make sure that your passwords are kept secure and use passwords that are strong, very hard to guess and never use on more than one account.



If you think you have been a victim of a scam then check out www.tuntum.co.uk for information on what to do next.



Headwize has fun for Comic Relief

The Headwize team enjoyed getting stuck into fundraising activities for Red Nose Day in March.

Comic Relief funds the Headwize project which helps young people aged 5-24 with mental health support and educates them and their families on the issue.

Children and young people are struggling now more than ever with their mental health due to identity issues (race and gender), peer pressures, societal pressures, family issues, and so much more.

The staff throughout the Headwize project have worked so tenaciously over the last three years, providing intense one-to-one emotional support and peer guidance to allow our young clients to feel more secure in themselves, and feel like they have someone on their side.

Through the cost of living crisis, issues such as child hunger, poverty, abuse and emotional neglect are on the rise, putting future generations at further risk.

Asha Williams, Mental Health Support Worker with Headwize, spent some time with clients decorating cakes in aid of Comic Relief, which they enjoyed.

Service Manager, Chandni Gill, challenged herself to complete a sponsored 5k run. She doesn't take part in running usually and so likened it to the constant uphill challenge many young people face.

If you want to find out more about Headwize then visit www.headwize.org



Development update

Welcome to our newest Tuntum tenants who moved into the scheme off Manning Street (Woodborough Road), Nottingham in February. We wish you all the best in your new homes!

In addition, work is progressing well on **Thoresby Street**, Mansfield, where we are building 5 x 2-bed and 4 x 3-bed houses (pictured).



Nottingham Carnival – save the date!

Tuntum Housing Association are once again delighted to support the Nottingham Carnival. The event which takes place on Sunday 20th August 2023 at the Victoria Embankment, Nottingham. There will be more information about the Carnival in the summer issue of Engage.



Spring Puzzle

$$\begin{array}{rclcl}
 \text{tulip} & + & \text{tulip} & + & \text{tulip} & = & 15 \\
 \text{tulip} & + & \text{crocus} & + & \text{crocus} & = & 11 \\
 \text{daffodil} & + & \text{crocus} & + & \text{daffodil} & = & 21 \\
 \text{tulip} & + & \text{crocus} & + & \text{daffodil} & = & \square
 \end{array}$$



Can you work out what the missing number is? Email your answer, name and address to **ChristinaMorganDanvers@tuntum.co.uk** to be in with a chance of winning a £25 shopping voucher. Puzzle open to Tuntum residents only. Closing date 31.07.23.

Winter Puzzle solution

Congratulations to Bolajoko from Nottingham for winning a £25 Love to Shop Voucher for correctly completing the Winter Puzzle.

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F AIR Y MIST LET OE
S NOW MAN

Good to know...

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.

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SCAN ME