

# ENGAGE

SUMMER 2023



## New housing scheme named after Nottingham Windrush icons

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**Nottingham Carnival**  
**FREE ENTRY ticket for**  
**tenants only**  
**inside!**

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## Commemorating National Windrush Day

In June, Tuntum joined the nation in commemorating National Windrush Day. 2023 marks 75 years since the MV Empire Windrush arrived in the UK, marking a seminal moment in our shared history.

Celebrations took place at projects and events throughout the country, promoting community cohesion and understanding of the Windrush story.

The Windrush generation – those original pioneers who came from across the Caribbean – helped to rebuild the nation following the Second World War. They and their descendants continue to contribute to all aspects of British life.



## Foreword from CEO

### Richard Renwick MBE

Welcome to the Summer issue of Engage.

This will be the last introduction that I will be writing as I retire in September after 29 years as the CEO of Tuntum Housing Association. Although this is a period of personal reflection for me, I hope you will see it as a time to look forward positively to the future direction that the new CEO and the board will take the association.



On the cover, we feature the official opening of the new homes off Woodborough Road, Nottingham. I'm proud that, once again, Tuntum has celebrated and raised awareness of the contribution made to Nottingham by two pioneers and prominent former civic dignitaries from the Windrush generation.

The final countdown is on for Nottingham Carnival, on the 20th August. Tuntum has been helping to organise this event since 1999. It has become the largest multicultural event in the city and a prominent part of the city's calendar of events for the summer.

We hope to see and meet many of our residents there – check out the flyer included for more information and a free entry ticket exclusively for tenants.

With the very best regards, now and in the future.

*Richard*



Tuntum's founders were from the Windrush generation. Without them, Tuntum, as it is today, wouldn't exist, providing 1600 homes and community services in the East Midlands.

We marked the 75th anniversary by turning the corridors in our Head Office into a Windrush gallery, watching films about Windrush and having a Caribbean lunch together.

# New affordable housing scheme named after Nottingham Windrush icons

VIP guests and project partners have joined residents to celebrate the opening of a new £4.7 million housing scheme in Nottingham named after two pioneering former city councillors from the Windrush generation.

Delivered by Tuntum Housing Association in partnership with Homes England and Nottingham Community Housing Association, the development off Woodborough Road comprises 17 houses and 11 flats at affordable rent for individuals and families on low incomes.

Tuntum has named the streets after two civic icons from the Windrush generation.

Des Wilson Mews is named after the first black Lord Mayor of Nottingham and Tony Robinson Close after the city's first black Sheriff.

The families of both men took part in the formal opening ceremony alongside the President of the Chartered Institute of Housing, Lara Oyedele; the Lord Mayor of Nottingham, Cllr Carole

McCulloch; the Deputy Leader of Nottingham City Council and former Chair of Tuntum, Councillor Audra Wynter; former Leader of Nottingham City Council, Jon Collins; and the Member of Parliament for Nottingham East, Nadia Whitome.

Richard Renwick, Tuntum Chief Executive, said:

***"These 28 new social homes - which are already fully tenanted - will make a real difference to many lives. Tuntum is also indebted to the families of Des Wilson and Tony Robinson for giving permission for the streets to be named after these two great men, and for taking part in the opening ceremony itself. Their presence made the occasion even more special."***



Lara Oyedele and Barrington Billings



Junior Hemans, Tuntum Chair, said:

***"This is a proud and historic moment for us. Tuntum's founders were from the Windrush generation and, as the only independent BME-led housing association in the East Midlands, we will always remain true to their ideals."***

***They were community activists and professionals from Nottingham's black community, motivated by the desire to correct inequality in housing provision, to demonstrate black community self-help, to create economic opportunities and to help build social capital."***



Members of Des Wilson's family



Junior Hemans and Audra Wynter with Tony Robinson's family

# Repairs that are your responsibility

Under the terms of your tenancy agreement, you have to carry out some minor repairs and pay for them yourself.

A blocked waste pipe to a bath, shower or basin or a blocked toilet is not an emergency, and we expect you to repair this yourself. You can find lots of videos and guidance online and at [www.tuntum.co.uk](http://www.tuntum.co.uk)

If you have tried to unblock your sink or toilet and found the problem is within the drains then please report it to Tuntum using the MyTenancy portal or by calling **0115 916 6066** option 1.

## Preventing your sinks and drains from getting blocked

There are several things you can do to stop your sinks getting blocked in the future.

- Don't pour grease or oil down the sink or toilet. Instead, let it solidify and put it into a plastic bag and in the bin to go out with the rubbish.
- Clean plugholes in your bathroom sinks, baths and showers regularly to make sure there's no build-up of hair and dirt.
- Put sink strainers over all your plugholes to stop debris building up.
- Don't flush cleaning wipes or baby wipes down the toilet. These don't break down in drains, causing blockages. Even if the packaging says they're flushable, put them in the bin.



# Policy on pets

It's no secret that the UK is a nation of pet lovers, and we understand the benefits that having a dog or cat can have on both mental and physical wellbeing.

There has been a lot in the news recently about the Renting with pets: Renters (Reform Bill) which supports responsible pet owners in the private rented sector.

This Bill, hasn't changed the policy regarding pets within Tuntum's properties. If you'd like to share your home with a pet, you'll need to ask us for permission first.

If you have shared access to your home, or live in a communal building, you won't normally be given permission, so check with us first.

If you have permission for a pet but then the animal causes a nuisance to your neighbours or if you fail to control or care for your pet,



then we reserve the right to ask you to rehome that animal and will seek an injunction to do so.

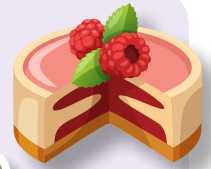
Please complete and return the Pet Registration Form (available on our website or by request) and we will notify you if your request has been approved.

No pets are allowed in our specialist temporary housing schemes, such as 100 Derby Road, Karibu House and Imaani House.

Please note that it is now a legal requirement that every dog is microchipped and wears an ID collar.

Some exotic animals require specific licenses and permission from your local council, so do your research before acquiring one.

# Refugee Futures update



Tuntum employs a fantastic team of people who work within the Refugee Futures project. They 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, etc. and liaise with local voluntary groups, churches, etc. who can help families integrate.

They also work with homeless EU migrants, with previous no recourse to public funds offering support for work, training, employment, and accommodation.

The team have had a very busy few months supporting their clients.

Recently they arranged for their clients and their children to take part in a Forest School where they learnt how to carve a wooden spoon using handtools. The children also took part in a forest treasure hunt, where they collected various items from around the forest area. Activities like this help with their communication skills and build confidence. We also toasted halal marshmallows beside the fire, and made wooden jewellery.

In June, they celebrated the national Refugee Week by holding a Refu-Tea event at Mansfield Museum. Attendees brave the storm that day to share their stories of settling into life in the East Midlands and make new connections and taste cakes from around the world.



The team also worked with Mansfield District Council and took part in the first Mansfield Carnival. The Refugee Futures Team along with some of the clients they support, proudly flew the silk flags that they made in a workshop and took part in the colourful parade. The theme of our flags was Mansfield industrial heritage, which included flags showcasing the mining, shoe, quarrying, metal tin, and engineering industries. We also created a Windrush flag to commemorate the 75th anniversary of the Windrush arrival, which compliments the current exhibition in the museum. Staff and clients are already in discussion to take part in next year's carnival.



# Making a complaint

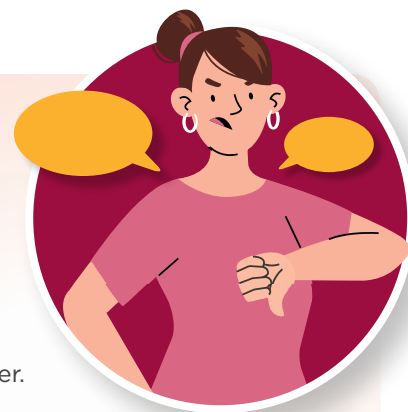
At Tuntum, all our frontline staff can help customers who want to make a complaint. They will log the complaint and provide a quick fix where appropriate, effectively resolving the problem without a lengthy investigation.

Should a quick fix not be appropriate, we will log the complaint at Formal Stage 1 and provide a written acknowledgement letter within five days of receipt. A written response will be sent to the complainant within ten working days. We may need to extend this timeframe by ten working days; when this happens, we will communicate and agree to the extension with the complainant.

If you are not happy with the outcome at Stage 1 you can appeal and your complaint may be escalated to Stage 2 for a review by a manager.

You have the right to access the Housing Ombudsman Service (HOS) at any point of the complaints process, they can assist you throughout the life of a complaint. This affords you the opportunity to engage with the Ombudsman's dispute support advisors. We work with the HOS to respond to complaints and aid with their investigations.

We recently updated our Complaints Policy. It's available on our website or, if you would prefer, we can send you a printed copy.



## Housing Ombudsman Service (HOS)



We were recently provided with a determination on a complaint of maladministration, this case will be published on the HOS website over the coming months. The complaint was regarding our handling of a noise complaint. The HOS ordered us to review and amend our Anti-social Behaviour and Harassment Policy to give clear timescales when responding to incidents of serious anti-social behaviour. The Housing Services Manager has amended the policies.

The HOS also recommended that we consider refresher training for staff around the completion of risk assessments in ASB and noise nuisance cases to ensure a consistent approach when assessing vulnerability. We have held a session with our housing officers to make sure that there is a consistent approach when assessing vulnerability.

Following the publication of the Ombudsman's spotlight on noise complaints, in October 2022, Tuntum's Housing Officers met with the Customer Excellence Leader to review the recommendations of the report. In these sessions they reviewed where Tuntum sat in reference to each recommendation. You can find this self-assessment in the complaints section of our website. The Housing Services Manager will be reviewing the self-assessment to ensure that where possible we are taking on board the recommendations.

## Safeguarding children

The school holidays put a lot of stress on families, especially those experiencing food poverty, childcare or financial issues.

Statistics show that 3 million children will experience food insecurity and hunger and the NSPCC will receive thousands of calls and emails about children being left home alone.

Everyone has a responsibility to keep children, young people and vulnerable adults safe.

Parents/guardians, if you feel that you need some support over the holidays, then help is out there.

- Tuntum's website has information that can help you through the cost of living crisis, including how to access food banks and reduce your bills.
- The NSPCC has guidance available regarding when a child can be left alone.
- Our Income Management team are available on **0115 916 6066** option 2, can help you create a payment plan if you are struggling to pay your rent.

### Worried about a child?

Contact the NSPCC on **0800 800 5000** or [help@nspcc.org.uk](mailto:help@nspcc.org.uk)

# Text message surveys

When we complete a repair at your home you will receive a text message that says: **“Tuntum Housing Association recently carried out a repair on your property. Were we able to fix the issue you raised? Please text back either YES or NO.”**

When you reply **“NO”** an email is sent to our Customer Excellence Leader, who then attempts to contact you to understand what went wrong.

When you reply **“YES”** you’ll be asked a few more questions about the work that was completed. The results to these questions help us to understand how we are performing. They narrow down which contractors are doing a great job and which we need to work with to improve the service we provide.

Recently we spoke to Miss Traynor from East Leake who told us that she was concerned about the lack of street lighting in her close after having us look at her security lights. We are now looking at how we can improve the level of street lighting so that our tenants feel secure in their homes.



# The cost of failed appointments

Part of the service we provide involves carrying out a range of safety inspections required by law, at varying frequencies, to keep tenants safe.

We carry out gas servicing, fire door inspections and asbestos inspections every year, electrical testing every 5 years and in some cases legionella inspections every 3 months.

We recognise that this can sometimes be frustrating for tenants and appreciate your cooperation in allowing us into your properties to conduct these inspections.

Unfortunately, there are occasions when our contractors arrive to carry out their work but cannot do so due to tenants not answering the door.

We can be quite flexible with our appointments, so please do not hesitate to contact us if an appointment is inconvenient.

In some circumstances where we have been unable to gain access on several occasions we have no other option but to apply to the courts for an injunction to gain access. This is an expensive process which can be quite easily avoided. It results in unnecessary and expensive legal costs which could be used more effectively on other things, such as improving our homes and the communities we serve.



# Ask Christina...

**Christina Morgan-Danvers is our Customer Experience Lead. 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:** I have heard in the news that there are new Tenant Satisfaction Measures, what are they and when will I see Tuntum's?

## Answer:

The Tenant Satisfaction Measures Standard (TSMs) require all registered providers of social housing to collect and report annually on their performance on a core set of defined measures to provide tenants with greater transparency about their landlord's performance.

The TSMs comprise of 12 tenant perception measures, which we will ask our tenants using our yearly survey, and 10 management information measures. The measures include keeping properties in good repair, maintaining building safety, effective complaints handling, respectful and helpful tenant engagement, and responsible neighbourhood management.

In January, we completed a survey which asked about the 12 tenant perception measures, it was really pleasing that 393 people responded. Further in this issue you can see the results.



## Happy 2nd Birthday to The Old Vicarage!

In Spring, The Old Vicarage, our housing scheme for adults with mental health difficulties, celebrated its 2nd anniversary.

The celebrations were a fantastic way to celebrate our clients' achievements. Four of our nine clients have now been in the service for two whole years, which is remarkable as this is the first housing placement they have been able to sustain for this length of time.

The Old Vicarage team recognised their clients' continuous efforts by giving each client a medal to commemorate their tenacity and drive. One of our clients also received a trophy as she had come to the end of a long standing therapeutic practice. The presentations were followed with a little party with food, drinks and activities for everyone to get involved in.



# Tenant Perception Survey results



In January, we carried out our first Tenant Perception Survey using the questions set by the Regulator of Social Housing in their Tenant Satisfaction Measures.

Although these measures did not come into force until April 2023, we wanted to understand the thoughts of our tenants on the questions we now have to ask and report back to the regulator on. We have been working through all of the feedback we received from the surveys, calling some of you back and working on resolving some outstanding issues you told us about.

We wanted to say thank you to every one of the 394 tenants who responded to our survey. Your feedback really matters to us and we

read through all of the comments you leave so that we can learn how we can improve the service we offer you.

We offered entry into a prize draw with 3 chances to win a £100 voucher, we were really pleased to congratulate 3 tenants from New Basford, Ilkeston and Hinckley who won the prize draw and chose to receive vouchers for Aldi and Asda.

## The Survey told us that:

**71%** of our tenants are very satisfied or fairly satisfied with service provided by Tuntum Housing.

**74%** of our tenants are very satisfied or fairly satisfied that we provide a home that is safe.

**44%** of our tenants are very satisfied or fairly satisfied with our approach to complaints handling.

**70%** of our tenants are very satisfied or fairly satisfied with the overall repairs service.

**61%** of our tenants are very satisfied or fairly satisfied that we listen to their views and act upon them.

**60%** of our tenants are very satisfied or fairly satisfied we keep communal areas clean and well maintained.

**67%** of our tenants are very satisfied or fairly satisfied with the time taken to complete their most recent repair after they reported it.

**67%** of our tenants are very satisfied or fairly satisfied that Tuntum keeps residents informed about things that matter to them.

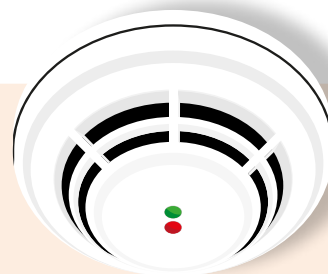
**54%** of our tenants are very satisfied or fairly satisfied that Tuntum Housing makes a positive contribution to their neighbourhood.

**68%** of our tenants are very satisfied or fairly satisfied we provide a home that is well maintained.

**78%** of our tenants are strongly agree or agree that we treat them fairly and with respect.

**62%** of our tenants are very satisfied or fairly satisfied with our approach to handling anti-social behaviour.

# Fire safety checks



## Smoke Alarm Tests

The single most important step you can take to keep yourself and your loved ones safe is to ensure your home has a working smoke alarm. A smoke alarm can give you the vital time you need to get out, stay out and call 999.

All of our tenants are responsible for testing the smoke alarm/s within their own homes.

Test your alarm regularly, and make sure everyone in your home knows the escape routes if there is a fire. If you need more advice, you can watch a video on fire safety at **www.tuntum.co.uk**.

If your smoke alarm is not working please let us know and we will repair it.

If you live in a property which has communal areas and corridors then we will check the smoke alarms in these areas.

## Fire Door Checks

A fire door is a door which has been especially constructed and fitted correctly to help slow down the rate of a fire. Typically, fire doors fitted

in domestic premises are known as 'fire door 30 minutes' (FD30), which means they have been tested to resist smoke and flames for 30 minutes.

Following the latest Regulations, our team and contractors are conducting the required checks of fire safety doors in properties that need them. These are the properties that have communal areas, entrance areas or corridors, such as blocks of flats or sheltered housing schemes.

If you have a fire door fitted as the front door of your flat, then we will need access to the inside to check both sides. This is a legal requirement and we will notify you when we need to do this.

## Report any issues

If you have seen a damaged fire door or if you think your smoke alarm is not working, then please report it straight away on **0115 916 6066** and we will send someone to inspect it.

# Learning lessons

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

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

## Repairs

Our central heating boiler contractors have assured us that they have hired additional staff to be able to respond to our tenants faster and within the 5 working day turn around to replace a boiler.

## Specialist Housing

We are working on building on the good relationship we have with our tenants to support them moving into permanent accommodation.

## Housing

We are working on our approach to risk assessments to ensure there is consistency.



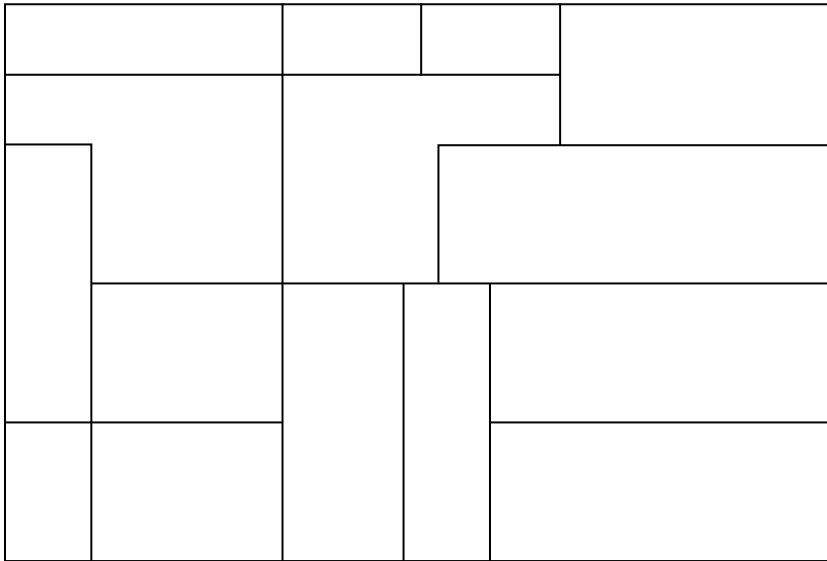


Design the most colourful carnival head-dress you can and send a photo of your completed artwork to [ChristinaMorgan-Danvers@tuntum.co.uk](mailto:ChristinaMorgan-Danvers@tuntum.co.uk) and you could win this Crayola art set worth £30.

Kids Page



# Summer Puzzle



Total=

How many rectangles can you count in the above picture, including the large one all around the outside? Email your answer to **ChristinaMorgan-Danvers@tuntum.co.uk** to be in with a chance of winning a £25 shopping voucher.  
Puzzle open to Tuntum residents only. Closing date 15th September.

## Spring Puzzle

Congratulations to the winner of the Spring puzzle for correctly working out the answer was **18** and winning a £25 voucher.

## 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.

## We want to hear from you!

Contact our Customer Excellence Lead if you want to join our scrutiny group, Magnify or if you simply want to give us feedback on a service that matters to you. Contact **ChristinaMorgan-Danvers@tuntum.co.uk**

## 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