



# ANNUAL REPORT 2022/23

PROGRESS &  
RESILIENCE



# CHARTING ANOTHER LANDMARK YEAR

## Chair of Board

As we celebrate our 35th anniversary, this annual report highlights the Association's performance during the financial year 2022/23; demonstrating how Tuntum has risen to significant societal, economic, and regulatory challenges, and continued to provide quality services and deliver tangible social value outcomes.

Along with thanking our partners and stakeholders for their support, I acknowledge the impactful legacy of retired CEO, Richard Renwick

*"Tuntum has risen to significant societal, economic, and regulatory challenges, and continued to provide quality services and deliver tangible social value outcomes"*

MBE and, under the capable leadership of newly appointed CEO, Charmaine Simej, I look forward to continuing to build on Tuntum's proud history as an inclusive, customer-focused, and community-based association.

**Junior Hemans**



## HOW WE PERFORMED IN 2022/23

SATISFACTION WITH OVERALL SERVICES PROVIDED BY TUNTUM



2021/22  
64%

2022/23  
72%

SATISFACTION WITH BEING KEPT INFORMED ABOUT THINGS THAT MATTER TO THEM



2022/23  
70%

SATISFACTION WITH THE HELPFULNESS OF OUR STAFF



2021/22  
70%

2022/23  
82%

TUNTUM TREATS TENANTS FAIRLY AND WITH RESPECT



2022/23  
78%

TUNTUM PROVIDES A HOME THAT IS SAFE



2022/23  
74%

SATISFACTION WITH RECENT REPAIRS AND MAINTENANCE



2021/22  
65%

2022/23  
72%

The information on this page is taken from our Tenant Satisfaction Measures Perception Survey carried out in January 2023 and our quarterly transactional survey executed throughout the year. Comparison against the previous year is not possible for all stats due to survey questions being updated.





## ISSUES & CONCERNS

STOCK  
TURNOVER

2021/22  
4%

2022/23  
2.88%

RENT LOSS  
DUE TO VOIDS

2021/22  
0.86%

2022/23  
1.30%

## COMPLAINTS RECEIVED

2021/22  
76

2022/23  
104\*

\* We actively encourage tenants to raise complaints with us so that we can handle them in line with the Housing Ombudsman's Complaint Handling Code. This enables us to learn from their experiences to improve the services we offer.



2022/23  
78%

WERE  
RESPONDED  
TO ON TIME

2021/22  
83%

2022/23  
29

ANTI-SOCIAL  
BEHAVIOUR (ASB)  
CASES OCCURRING  
DURING THE YEAR

2021/22  
53

2022/23  
20

ASB  
RESOLVED  
DURING  
THE YEAR

2021/22  
42

## BREAK DOWN OF THE ISSUES WE RESOLVED

Grade 1  
CRIME

2021/22  
18

2022/23  
8

Grade 2  
NOISE

2021/22  
13

2022/23  
9

Grade 3  
OTHER ASB  
ISSUES

2021/22  
22

2022/23  
12

(incl. fly tipping,  
drinking and  
intimidation)



## RESPONSIVE SERVICES DURING 2022/23

### YOUR PROPERTIES



OUR RENT  
COLLECTION HAS  
INCREASED

2021/22  
98.87%

2022/23  
99.67%

RENT ARREARS FOR  
GENERAL NEEDS  
HOUSING  
INCREASED

2021/22  
2.77%

2022/23  
3.07%

MUTUAL  
EXCHANGES

2021/22  
11

2022/23  
7

AVERAGE DAYS,  
BETWEEN  
TENANCIES,  
WHERE OUR  
PROPERTIES  
ARE EMPTY

2021/22  
23.6  
DAYS

2022/23  
18.6  
DAYS



PROPERTIES  
LET

2021/22  
103

2022/23  
41

CUSTOMERS  
MOVED INTO NEW  
DEVELOPMENTS

2021/22  
41

2022/23  
34





## BETTER LIVES

Tuntum employs a fantastic team of people who work within the Refugee Futures project supporting Syrian and Afghani refugees in the Mansfield and Ashfield District Council areas.

- Refugee Futures secured a three-year contract up to March 2025 to continue supporting rough sleepers into accommodation, education and employment across Nottinghamshire.
- We started working with the Afghan Resettlement and Assistance Programme (ARAP) and supported 22 Afghan people.
- Two staff from our Refugee Futures team gained national good practice recognition for their work from the government Department for Levelling Up, Housing and Communities.
- We held leaving parties to celebrate the amazing progress of refugee families who had come to the end of their five-year support programme. For example: both parents of one family have found work and their older children are starting A-levels and university; and the father of another family has set-up a successful business.



## DURING 2022/23

### REFUGEE FUTURES PROJECT

12

REFUGEES SUPPORTED UNDER THE VULNERABLE PERSONS RESETTLEMENT PROGRAMME

10

IN 2021/22

11

REFUGEES ATTENDED ESOL CLASSES/COLLEGE

9

IN 2021/22

3

REFUGEES IN PAID EMPLOYMENT

5

IN 2021/22

18\*

VULNERABLE EU MIGRANTS SUPPORTED

14

IN 2021/22

*\*The EU migrant numbers increased due to Tuntum securing extra work in the county.*



## NEW HOMES

NEW HOMES APPROVED (NOT YET STARTED)

HOMES STARTED

HOMES COMPLETED

9

11

in 2021/22

39

33

in 2021/22

24

34

in 2021/22

11

NEWLY ACCOMMODATED HOMELESS PEOPLE IN TEMPORARY ACCOMMODATION

33

IN 2021/22

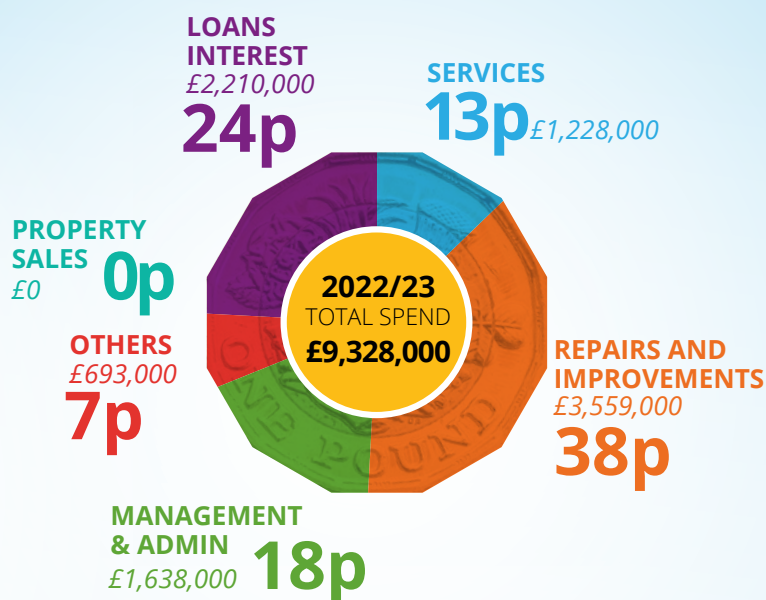
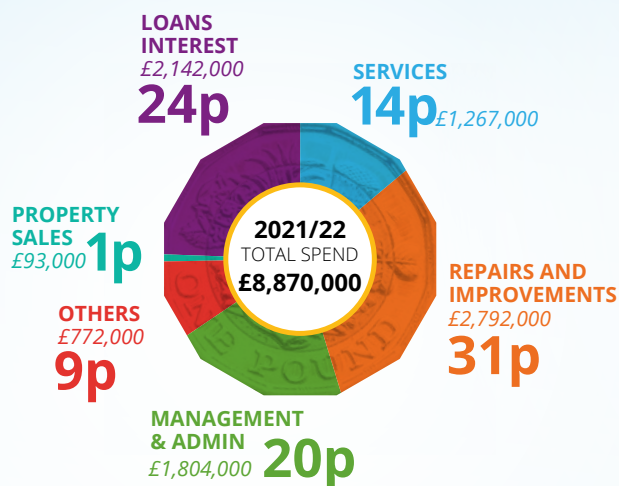
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NEWLY ACCOMMODATED ELDERLY RESIDENTS IN SHELTERED ACCOMMODATION

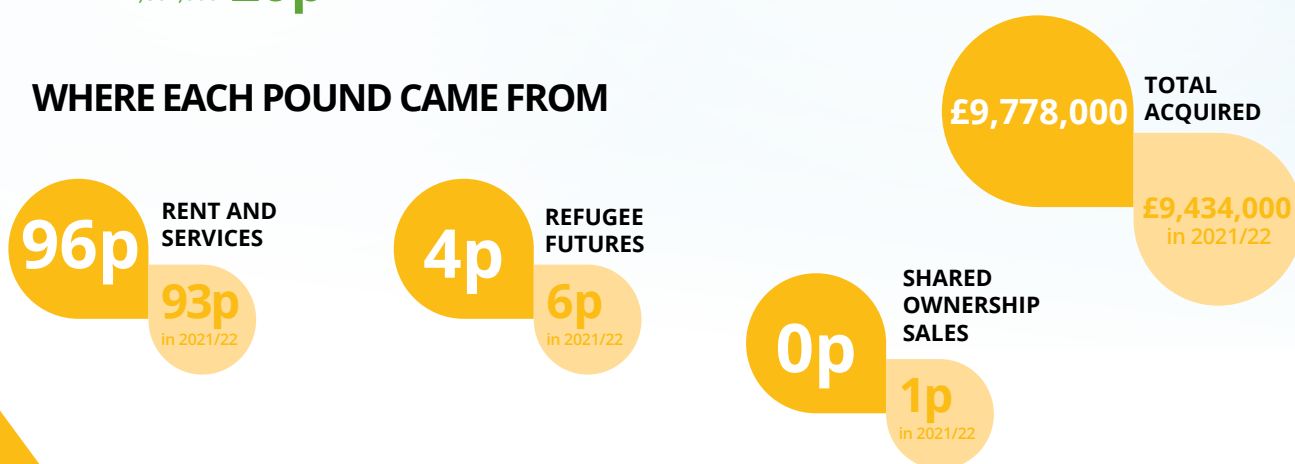
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IN 2021/22

# HOW WE SPENT EACH POUND DURING 2022/23



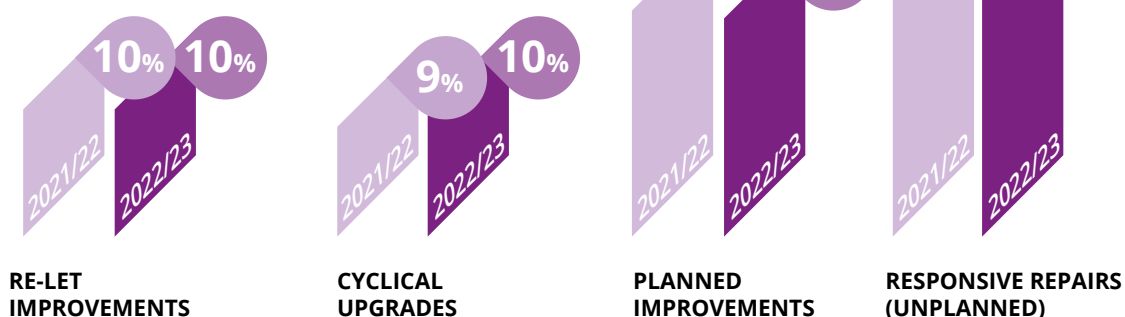
## WHERE EACH POUND CAME FROM



## MENDING, FIXING AND REPLACING

We know how important it is to our customers that Tuntum keeps their homes in good condition.

We spent over **£3.5 million** in 2022/23 (£2.7 million in 2021/22) on our properties in the following areas:





## MENDING, FIXING AND REPLACING

WE INVESTED OVER  
**£71,000** IN ESTATES  
AND IMPROVEMENTS  
(£62,000 IN 2021/22)

**95%** OF ALL REPAIRS  
WERE COMPLETED ON  
TIME (97% IN 2021/22)

WE SPENT OVER  
**£66,000** ON SAFETY  
AND SECURITY  
MEASURES IN  
COMMUNAL AREAS  
(£55,000 IN 2021/22)

THIS IS WHAT OUR MAINTENANCE TEAM  
HAVE BEEN UP TO IN 2022/23:

WE REPLACED THE  
ROOF COVERINGS FOR  
**8 PROPERTIES** AS  
PART OF THE PLANNED  
ROOF REPLACEMENTS  
PROGRAMME.  
(15 IN 2021/22)

WE UPGRADED  
**41**  
BATHROOMS  
(43 IN 2021/22)

WE REPLACED  
**74**  
BOILERS  
(87 IN 2021/22)

WE REPLACED  
THE WINDOWS AND  
EXTERNAL DOORS TO  
**62 PROPERTIES**  
AS PART OF OUR  
WINDOWS AND  
DOOR REPLACEMENT  
PROGRAMME  
(37 IN 2021/22)

WE UPGRADED  
**74**  
KITCHENS  
(39 IN 2021/22)

WE COMPLETED  
AND UNDERTOOK  
RE-POINTING WORK TO  
**4 PROPERTIES** AS  
PART OF OUR EXTERNAL  
WORK PROGRAMME  
(4 IN 2021/22)

## HIGHLIGHTS OF THE YEAR

Despite the challenges of the last year, Tuntum was successful in achieving a number of positive outcomes including the following:

### HAPPY 35TH BIRTHDAY!

We celebrated our 35th anniversary, marking a significant milestone in our history. Since being set up in 1988 by community activists from Nottingham's black community, with the aim of providing quality housing and jobs for people from the Black and minority ethnic (BME) communities in Nottingham, Tuntum has gone from strength to strength.





## INCOME AND EXPENDITURE

YEAR ENDED 31ST MARCH 2023 (£)

**TOTAL INCOME** **9,778,000**  
2021/22 9,434,000

**PROPERTY IMPROVEMENTS** **1,286,000**  
2021/22 867,000

**ROUTINE MAINTENANCE** **1,652,000**  
2021/22 1,579,000

**PLANNED MAINTENANCE** **621,000**  
2021/22 346,000

**PROPERTY COST OF SALES - SHARED OWNERSHIP** **-**  
2021/22 95,000

**INTEREST & FINANCING COSTS** **2,201,000**  
2021/22 2,142,000

**MANAGEMENT AND ADMIN** **1,638,000**  
2021/22 1,804,000

**SERVICES** **1,228,000**  
2021/22 1,267,000

**OTHER** **693,000**  
2021/22 772,000

**TOTAL EXPENDITURE** **9,328,000**

The above information excludes any non-cash adjustments.  
2021/22 8,870,000



## FINANCIAL POSITION

YEAR ENDED 31ST MARCH 2023 (£)

**FIXED ASSETS** **105,630,000**  
2021/22 103,406,000

**CURRENT ASSETS** **4,376,000**  
2021/22 6,529,000

**CURRENT LIABILITIES** **-3,603,000**  
2021/22 -3,422,000

**LONG TERM LOANS** **64,455,000**  
2021/22 64,480,000

**PENSION LIABILITY** **627,000**  
2021/22 639,000

**GRANTS** **37,595,000**  
2021/22 37,620,000

**RESERVES** **4,236,000**  
2021/22 3,774,000

## VOLUNTEERING IN THE COMMUNITY

Our staff completed their social value days sorting through pallets of shoes for the national charity [Shoe Aid](#), which sources and distributes free footwear so no child or adult need go without shoes. As in previous years, staff also collected gifts from the [Cash for Kids - Mission Christmas](#) campaign to distribute to children within the Refugee Futures project.





## SUPPORTING TENANTS IN SHELTERED AND SPECIALIST HOUSING

- Residents from Lyn Gilzean Court sheltered housing scheme teamed up to form a Residents' Focus Group which organises events and activities that also benefit Balisier Court and Churchfield Terrace housing schemes.
- We supported our sheltered and specialist housing residents' Queen's Platinum Jubilee celebrations by asking them to decide the type of party they wanted to host, and providing each scheme with party decorations and a catering budget.

*"It was great to see our residents getting to know each other and coming together to celebrate this once-in-a-lifetime event."*

**Masaud Subedar**, Director of Community Services

*"The tenants enjoyed the food, music and vibe and their friends and relatives happily cheered, clapped and sang along. They were happy not to feel alone over the bank holiday and appreciated staff coming in to celebrate with them."*

**Katie Kone**, Resettlement Worker



## NOTTINGHAM CARNIVAL

Tuntum continued to support the organisation of the multi-cultural Nottingham Carnival in August 2022. Returning to the Victoria Embankment for the first time since the pandemic, the event brought together diverse communities in celebration of Caribbean culture.

More than 15,000 people attended the whole event and over 5,000 turned up just to watch the colourful carnival parade, which incorporated 12 silk banners made by local Afghan families from the Refugee Futures project.

Tuntum's Kids' Zone tent offering free activities such as glitter tattoos, costume selfie area, carnival scratch art masks and colouring, proved popular with parents.





## IMAANI HOUSE REFURBISHMENT

This scheme offers temporary accommodation for single women aged 16-34 who are homeless or at risk of becoming homeless.

Imaani House has undergone extensive refurbishment in response to resident feedback. Works include new flooring and kitchenette areas, improved Wi-Fi in each room enabling residents to relax in their own space, and new garden furniture to create opportunities for residents to socialise and unwind with each other.



## PROVIDING SPECIALIST MENTAL HEALTH SERVICES

Headwize is a mental health and wellbeing project aimed at 16 to 24-year-olds and parents with five to 15-year olds from a BME background.

Funded by Comic Relief, Headwize is a partnership of four organisations: Tuntum, [Chayah Group](#), [Bac-In](#) and [Nottingham Counselling Service](#). It aims to deal with mental health problems through a culturally sensitive service that offers one-to-one group sessions, builds awareness, tackles stigma, and finds solutions.

Tuntum has extended this service free of charge to all its residents over the age of 16, regardless of ethnicity or where they live. Our two Mental Health and Wellbeing Workers supported 51 residents across Nottingham city and county in 2022/23.



## ACQUIRING MORE PROPERTIES

We welcomed tenants into newly completed properties including 11 flats and 17 houses in Lupin Close, Nottingham; nine houses in Thoresby Road, Mansfield; six houses on Windlass Way in Spondon, Derby; and two houses in Cotmanhay Road, Ilkeston.



# COMPLAINTS LESSONS LEARNT

We revised our Complaints Policy to ensure we are adhering to the updated Housing Ombudsman Complaint Handling Code that took effect in April 2022.

The Code sets out good practice that allows landlords to respond to complaints effectively and fairly, and emphasises landlords learning from the issues that arise for residents.

Tuntum holds monthly 'lessons learnt' sessions to review the complaints we resolve and to put measures in place to help prevent the issues reoccurring.

Some of the actions we have taken following these session are outlined below.

**YOU SAID:**  
*We took too long to complete a repair to your fence.*

**WE DID:** We have allocated a budget for fencing repairs to reduce delay once the work is quoted for.

## YOU SAID, WE DID

**YOU SAID:**  
*You were not happy with how we responded to reports of damp and mould in your home.*

**WE DID:** We formed a policy to outline how we respond to reports of damp and mould. We now visit every reported case and work with our tenants to resolve their concerns.

**YOU SAID:** *When follow-on work is needed it can take too long to complete.*

**WE DID:** We hired an administrator in our Support and Resolution team to enable us to track work and be more proactive in managing repairs.

**YOU SAID:**  
*The quality of the repairs to your home could be improved.*

**WE DID:** We hired a trades operative to complete post inspections of repairs. This helps us maintain a good standard of repair, by spotting and correcting defects earlier.

**YOU SAID:** *Our contractor failed to turn up and you had to chase us to arrange a new visit.*

**WE DID:** We now track all missed appointments and contact tenants to ensure that reported repairs are carried out.

**YOU SAID:**  
*We did not meet your expectations of tenancy support once you moved in.*

**WE DID:** We hired an additional Housing Officer to enable us to complete regular occupancy checks, to help support your tenancy.

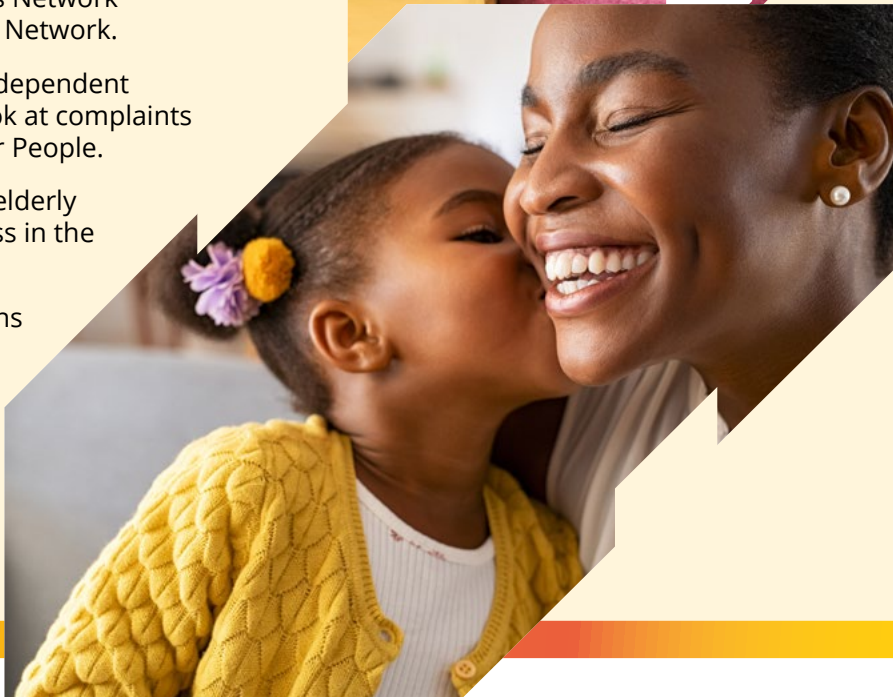
**YOU SAID:** *We did not monitor the cleaning carried out in communal areas.*

**WE DID:** We placed a cleaning checklist on communal noticeboards and our Housing Officers completed regular inspections to ensure cleaning met our standards.

## ENGAGEMENT

Our ethos is to place tenants at the heart of everything we do and to seek their input. The following outlines some of the ways in which we did this throughout the year.

- We set up a Customer Experience Committee (CEC) – which includes two tenants – to monitor the experience of our customers. The CEC oversees performance from a tenant's perspective including recommending and monitoring key performance targets. It reviews and analyses complaints data, identifies emerging trends, recommends improvements, and supervises the customer involvement programme and customer satisfaction strategy.
- Our tenants participated in Residents Network sessions held by the Housing Quality Network.
- Two of our tenants who sit on our Independent Complaints Panel met monthly to look at complaints referred to them by us and Places for People.
- We offered technical support to our elderly residents in partnership with Business in the Community.
- We held question and answer sessions at our sheltered housing schemes to help us understand the concerns of our tenants and to be responsive to their needs.



### **YOU SAID:**

*You did not want to have to contact us to check your rent balance.*

**WE DID:** We wrote to our tenants to explain how to use our online portal to view balances and pay rent.

**YOU SAID:** In your specialist housing accommodation, work needed to be completed after you had moved in.

**YOU SAID:** In your specialist housing accommodation, you were not supplied with all the items you should have had.

**WE DID:** Inventories are now checked at the move-in stage and signed by both parties.

**WE DID:** We strive to ensure that all work is completed before a tenant moves into a home.



# WE WORKED IN PARTNERSHIP

During 2022/23

## MEMBERS OF TUNTUM BOARD

As at September 2022

**Junior Hemans**, BA, MBA; CHAIR

**Michelle Bateman**, MSc, BSc (Hons),  
RGN, RM, RHV; VICE-CHAIR

**Ayyaz Ahmed**, BA (Hons), FCIH, DMS,  
MBA

**Didia Antonio**, Tuntum tenant

**Professor Philip Baker**, BMedSci, BM,  
BS, DM, FRCOG, FRANZCOG, FMedSci

**Chris Jones**

**Beryl Louise McConnell**, BA (Hons),  
Barrister-at-law

**Paul Moat**, BSc (Hons), DMS, MBA, MRICS

**Kwabena Osayande**, BA (Hons), MSc

**Jackie Richards**, ACA, BA (Hons)

**Anil Sarda**, FCCA, MBA

**Mark Taylor**, MBA, ACA, MSc, Bsc

*The Board confirms that  
we comply with the terms  
of the NHF Code of Governance.*



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