

# ENGAGE



SUMMER 2024



## New Corporate Strategy launched

*Tuntum is 'Building Brighter Futures'*

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**Tenant Satisfaction Measures results are published**

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**Join the Customer Experience Committee**



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Cover photo: Tuntum's Board launching the Corporate Strategy and logo

## Foreword from CEO Charmaine Sime



Hello All,

At the time of writing, I am happy to report that the sun is actually shining, and I hope it continues to do so by the time you are reading this.

I am now some 10 months in post, and it has been an extremely busy period, with lots to update you on.

Firstly, we are happy to advise that some of the work we have been continuing to do to strengthen our governance arrangements has been recognised by the Regulator and we have now restored our G1 governance status. Part of this work has resulted in us writing a new Corporate Strategy, entitled Building Brighter Futures, which you can read more about on the centre pages. You will probably have already noticed the change to Tuntum's logo.

In June, I had the honour of attending the Windrush Civic Service at the Nottingham Council House, to mark 76 years since HMT Windrush docked at Tilbury dock, recognising the significant contributions the Windrush generation made to rebuilding Great Britain after the second world war.

Over the next few months, I hope to be in a position to get out and about more to meet some of you in person.

All in all, we recognise that these remain to be challenging times for us all varying cost pressures to name but a few. If you are struggling, please get in touch with our income team, who will be able to support directly or refer you to a specialist organisation for further support and guidance.

Best wishes

Charmaine

## Welcome on Board



In the last issue of Engage, we advertised that we have a vacancy on the Board for a tenant Board member.

After a round of interviews with the Vice-Chair and the Chair of the Customer Experience Committee (CEC), we successfully co-opted Tania Stevenson to the Board.

Tania has been a Tuntum customer since 2019.

Tania will also sit on the CEC. This is a sub-committee of the main Board that focusses on all aspects of improving customer's experience with Tuntum.

On joining the Board she said, "I am delighted to introduce myself as the new Tenant Board Member at Tuntum. It is a privilege to join an organisation renowned for its dedication to providing quality housing and support to the communities we serve. I am excited to contribute to our mission of fostering

vibrant, inclusive neighbourhoods where everyone can thrive."

Chris Jones, Chair of the CEC, said "Hearing the tenant voice is key to the CEC and the success of Tuntum. We achieve this not just from having customer's on the committee but through having the feedback we received from all customers throughout the papers, including complaints reports, updates from our schemes and the housing team."

Following her induction, Tania attended her first CEC and Board meetings in July.



## Tenant Satisfaction Measures

The Regulator of Social Housing (the Government body that we have to report to) has created a new system for assessing how well social housing landlords in England are doing at providing good quality homes and services.

In addition to introducing revised Consumer Standards, this will involve a set of Tenant Satisfaction Measures (TSMs) that social housing landlords must report on. People will be able to use these measures to understand how well landlords are doing and compare them with others.

We published the full results on our website in July. Scan the QR code or visit the Performance page of our website to read the full results.



You'll be able to compare landlords on the Regulator of Social Housing's website in the autumn:  
[www.gov.uk/rsh](http://www.gov.uk/rsh)

### What are the TSMs?

There are 22 TSMs in total, split into two areas:

- 10 performance measures – these are collected through key performance data up to 31st March 2024.
- 12 customer perception survey measures – these are collected through contacting through contacting customers directly.

A big thank you to everybody who has taken the time to take part in the surveys – we've spoken to more than 300 customers this year.



## A new way to Engage

We've been producing our printed customer newsletter since 1994 and Engage, in it's current, printed, quarterly format since 2007.

We know that our customers are now accessing information online and so we're considering making Engage a digital publication, with a smaller number of paper copies available for those living in our independent living schemes.

Why we are considering going digital:

- Eco-friendly.** Going digital is environmentally friendly. It reduces paper waste, ink usage and transport related emissions caused through postage.
- Lower costs.** Digital newsletters are more cost-effective than print as there are no costs related to printing, paper or postage.
- Interactive content.** Digital newsletters support immersive content. We can include graphics, audio, videos and clickable links. We'll also be able to analyse what our customers are reading and interested in.
- Accessible content.** Readers will be able to change font size, have 'read aloud' and translate where English isn't their first language.

Before we do anything, we would be interested in capturing your views. Could you please send your comments to [admin@tuntum.co.uk](mailto:admin@tuntum.co.uk), using the subject line 'Engage' by Monday 9th September.



# Key policy updates

The Board of Tuntum has recently approved three important policies. Here's a brief overview of the policies and their impact.

The latest version of the Housing Ombudsman's (HOs) Complaint Handling Code, which came into force on the 1st April 2024 has directly influenced two of the policies.



## COMPLAINTS POLICY

The Complaints Policy has been revised to comply with the Complaint Handling Code. Key changes include (but are not limited to):

- Whenever a resident expresses dissatisfaction landlords must give them the choice to make complaint.
- Landlords must accept complaints referred to them within 12 months of the issue occurring or the resident becoming aware of the issue, unless they are excluded on other grounds.
- It is not appropriate to have extra named stages (such as 'stage 0' or 'informal complaint').
- Residents must not be required to explain their reasons for requesting a stage 2 consideration.
- Landlords must have a standard objective in relation to complaint handling for all relevant employees or third parties.



## UNACCEPTABLE BEHAVIOUR POLICY

The Unacceptable Behaviour Policy has been introduced to comply with the Complaint Handling Code.

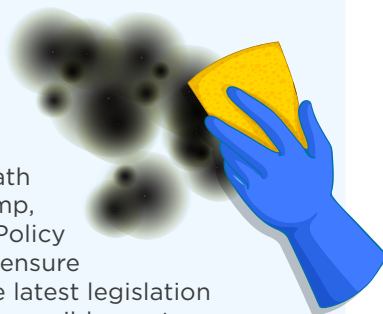
Examples of unacceptable behaviour include but are not limited to:

- unreasonable demands (e.g. requesting large volumes of information, asking for responses within a short space of time, refusing to speak to an individual or insisting on speaking with another)
- unreasonable persistence (refusing to accept the answer that has been provided, continuing to raise the same subject matter without providing any new evidence, continuously adding to, or changing the subject matter of the complaint)
- verbal abuse, aggression, violence (this is not just limited to actual physical or verbal abuse but can include derogatory remarks, rudeness, inflammatory allegations, and threats of violence)
- overload of letters, calls, emails or contact via social media (this could include the frequency of contact as well as the volume of correspondence received as well as the frequency and length of telephone calls).

The Unacceptable Customer Behaviour Policy 2024 replaces the Violence and Aggression to Staff Policy.

## DAMP, MOULD AND CONDENSATION POLICY

Following the tragic death of Awaab Ishak, the Damp, Mould & Condensation Policy has been introduced to ensure that we comply with the latest legislation to ensure that wherever possible, customers are not adversely affected by its causes and provides for a proactive approach to managing the reporting of issues.



All three policies are available on Tuntum's website or by request if you call **0115 916 6066** or email **admin@tuntum.co.uk**.

# Complaints Lessons Learnt



We recognise that to improve our services, we must listen to our customers and learn from the complaints we receive. Each month, we hold a Lessons Learnt session with our Head of Asset Management and Development (HAMD), Property Services Team Leader, Housing Services Manager, Head of Community Initiatives and Specialist Housing Manager.

Here are the learnings that we have taken from the complaints we have recently reviewed:

The HAMD is working with our boiler contractor to improve the service they provide our customers.

Empower customers in temporary housing to report their own repairs.

Monitor repairs that are handed to the builders of new estates to ensure our customers receive a consistent level of service.

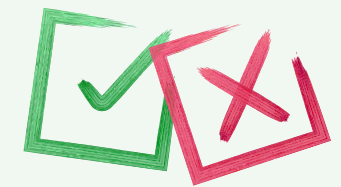
We need to plan in post-inspections once we know when work will be finished to avoid delays.

We need additional administrative support, so that we can become more pro-active, to focus on repairs that have not been completed rather than the customers informing us.

We need to improve our communication to our customers when we are unable to make an appointment.



# Complaints Self Assessment



The Housing Ombudsman requires Tuntum to complete a self-assessment of compliance against the new Complaint Handling Code.

We completed the assessment and presented it to the Board meeting in March. The self-assessment is available to read under the complaints section of our website.

At the time the self-assessment was completed, there were three areas that we weren't fully compliant with. These were:

Sections 8.1 and 8.2 – These sections related to the production of an annual Complaint's Performance and Service Improvement Report;

however, this has now been completed and has been published on our website and features in this edition of Engage.

The other area is 9.8 – This relates to the need to set a Complaint Handling objective for all customer facing staff.

We are currently in the process of finalising our new Staff Performance and Behavioural Framework, which will include a complaint handling objective.

We will complete the self-assessment again in the coming months to assess our compliance.

Should you wish to contact the Housing Ombudsman or find out more about their service, their contact details are:

Housing Ombudsman Service, PO Box 152, Liverpool, L33 7WQ. Telephone: **0300 11 3000**  
Website: **housing-ombudsman.org.uk**

Their website has an on-line complaints form or you can email them at **info@housing-ombudsman.org.uk**



## Refugee Futures host a Jobs Fair

In February, the Refugee Futures Team organised a Jobs Fair at Bulwell Job centre in Nottingham.

The team currently work with 10 Afghan refugee families in the county areas and 6 of them attended. The job fair was opened up to other refugees and in total around 100 attended.

Our clients were able to register with The Refugee Employment Programme (REP) who receive funding for a new government initiative set up to work specifically with all refugees to find employment. We were able to introduce them to local employers and representatives from large companies, support them to register and sign up to their websites and encourage dialogue between them and the employers.

They were able to gather information about various companies as the employers in attendance were: The NHS; Nottingham

City Council; Begin; Belong; Nottingham College; Nottingham University Hospitals NHS; City & County Healthcare Group; Equip to Succeed; Access; REP and the Red Cross.

There were vacancies that they could apply for and, although none of Tuntum's clients have been successful in securing employment yet, the feedback was good. Some commented on how refreshing it was to actually speak to an employer instead of the online application process which they find frustrating. They felt the benefit of this small recruitment event as they left feeling more optimistic and confident about the application process.



## New Customer Service Team

We met with a group of involved customers in February to gather ideas and feedback that has helped shape the new Corporate Strategy 2024-27.



As part of this feedback, we have formed a new Customer Service Team who will be the first point of contact for all your queries.

Our phone number is remaining the same, along with the options to get to the correct department.

These changes will take place over the summer and should cause minimal disruption but please follow Tuntum on social media or check our website for the latest information.

## Changes in the Senior Leadership Team

**We have recently made some changes to the Senior Leadership and Executive Teams.**

Barrington Billings, who has worked for Tuntum for more than 6 years as the Head of Asset Management & Development, has been promoted to the newly created role of Director of Operations. On his role change, he said:

*"I am delighted and honoured to be appointed to the role of Director of Operations at Tuntum Housing Association. This is a pivotal time for the housing sector which is undergoing enormous challenges in terms of the drive to improve consumer standards, customer satisfaction and building safety. I look forward to helping Tuntum to improve its service offer to our tenants and the communities that we serve."*

Replacing him, in the revised role of Head of Asset Management & Compliance, is Luke Mellors. Luke has a wealth of experience he will bring to the role and has most recently been working at a local Borough Council.

## Help us to avoid costly court injunctions

In the last issue of Engage, we reported that we had spent more than £30,000 in the last financial year on getting court injunctions to access our properties to complete safety checks.

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.

Unfortunately, there are occasions when our contractors arrive to carry out their work but cannot do so due to customers not answering the door. 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 and lengthy process which can quite easily be avoided.

So far, it looks likely that we will spend the same in 2024/25 on gaining access and we would much rather spend the money on making improvements to our properties than court fees.

If there is a reason you have been withholding access, please do talk to our teams. We know that some people don't like having visitors in their home. Please be assured that, for these checks, you would have been made aware of our planned visit in advance and our contractors will have identification.

If you would like our engineers to have a chaperone, if you would like to have your own support worker present or if you would specifically prefer a male or female engineer then we can make arrangements to make you feel more comfortable. The reason these checks are a legal requirement is that they keep you and your household safe and we will persist until they are completed.



## Join our Customer Scrutiny Panel - Magnify

In line with launching our new Corporate Strategy, we are looking to reinvigorate our Customer Scrutiny Panel, Magnify, with new members.

Customer scrutiny involves going through a process or a service very thoroughly, to make sure it is efficient for Tuntum and effective for customers. The Scrutiny Panel will review one or two service areas and write a report with recommendations for improvement which will be presented to senior management and the Board.

This opportunity is open to all customers. If you would like to learn more then please contact Christina Morgan-Danvers by Monday 9th September using [christinamorgan-danvers@tuntum.co.uk](mailto:christinamorgan-danvers@tuntum.co.uk)





# Tuntum launches its new Corporate Strategy 2024-27



## Message from Charmaine Simei, CEO:

In July, we launched our new Corporate Strategy 2024-2027 - called 'Building Brighter Futures'.

This Corporate Strategy heralds a new chapter in Tuntum's story, a chapter that we are proud to say has been informed by many voices and has given me a unique opportunity as a new CEO to listen, learn, engage and build.

I would like to take this opportunity to thank our Board, involved customers, staff and stakeholders for their sterling contributions over the last few months.

We have been keen to build on the Associations legacy, and to create a refreshed direction which will strengthen our resolve amidst a challenging regulatory, economic, and operational climate.

Tuntum continues to understand the pressing need for safe and affordable housing alongside the provision of accessible support services, delivered in a culturally sensitive and inclusive way. As such we remain committed to ensuring all our customers can enjoy a sense of belonging and a place they can call home.

We hope the hallmark of our work is not only then to provide great homes, but also the demonstration of the tangible support and maintenance of vibrant, cosmopolitan communities enriched by diversity; in terms of the services we provide, how we deliver those services and reflected in our workforce.

All in all, we hope that over the coming months, ALL of our customers will start to experience the green shoots of improvement across a wide range of areas, as we prioritise learning from your feedback.

Finally, we remain keen to work closely with our local authority and community partners to play our part in supporting the local communities with our skills and expertise as a community-based landlord.

As well as creating a full Strategy document, we have also created what we are calling our 'Strategy on a Page', which outlines the new Vision, Values, Priorities and Objectives on one handy sheet, which you can see on the next page.

You can read and download the full Corporate Strategy at [www.tuntum.co.uk](http://www.tuntum.co.uk).



## Our Vision

To be a dynamic, community-based housing association, passionate about building brighter futures and empowering people in sustainable multi-cultural neighbourhoods.

## Our Values

Trustworthy Understanding Nimble Transparent Unifying Motivated

## Our Priorities



### Our Customers

To provide excellent customer-centric services, which are informed by insight.

To actively engage with our customers; ensuring that the customer voice is heard, understood and acted upon across all key decision-making forums.

To continually improve our customer satisfaction levels and enhance the overall customer experience.



### Our People and Culture

To foster a supportive and inclusive work culture that values and develops employees.

Provide training and development opportunities to empower our staff, enabling them to deliver excellent services with professionalism and integrity.

Enhance employee engagement, recognising their contributions and promote a healthy work-life balance.



### Our Homes

To maintain decency and improve the quality of our housing stock, ensuring safe, sustainable and energy efficient homes for our customers.

Deliver a repairs and maintenance service that meet or exceeds customer expectations.

Work with our local authority and development partners to deliver new housing to a high standard of design, in places where people want to live.



### Our Data and Digital Infrastructure

Invest in a robust and secure integrated data and digital infrastructure to enable efficient operations and improved customer services.

Leverage technology to provide self-service options for our customers in a way that suits their lifestyle.

Implement data-driven decision making to improve operational efficiency and resource allocation.



### Our Communities

Be an active and responsible community partner, collaborating with local authorities and community organisations to enhance the wellbeing and social-value creation.

To use our experience as a BME-led organisation to promote the voice of BME social housing customers and promote the delivery of culturally sensitive services and the voice of BME staff and diversity in the sector.

Continue to support the alleviation of homelessness through the development of new housing and specialist housing services.



### Our Financial Viability and Governance

To maintain a culture of good governance, demonstrating 100% compliance against all regulatory and statutory requirements.

Demonstrate a safety-first culture, maintaining high standards of Health and Safety.

Drive financial resilience, performance and efficiency to create value for money for our customers.







**1PM TILL 8PM**

**FAMILY FRIENDLY**

**FREE PARADE STARTS @ 2PM**

**nottingham carnival**

**LIVE MUSIC**

**HEADLINE ACT TBA**

**AMAZING COSTUMES**

**FRIEND 'N' FAM**

**FUNFAIR**

**STEELBAND**

**FOOD STALLS**

**WINDRUSH EXHIBITION, CHILDRENS ZONE, 2 BARS**

**SUNDAY 18TH AUGUST 2024**

**VICTORIA EMBANKMENT, NG2 2JY**

£7 entry, under 13s free, card payment preferred  
Tickets in advance for £5 from [gigantic.com](https://gigantic.com)

## We heard you: introducing Green Care Solutions for improved grounds maintenance

We want to acknowledge the valuable feedback many of you provided regarding the gardening service last summer. We understand your concerns about the overall quality and consistency of the maintenance provided. Your voices have been heard, and we're committed to making positive changes.

We're pleased to announce the appointment of Green Care Solutions as our new grounds maintenance contractor. This decision comes after a thorough selection process considering your feedback and prioritising a company with a strong reputation for high-quality service.

Green Care Solutions is a dedicated landscaping company with extensive experience in maintaining residential properties. They share our commitment to creating well-maintained, attractive communal areas for all residents. 'Green Care Solutions strive on customer satisfaction by designing and creating desirable, high quality garden transformations. It's our commitment to work closely together within your project to help keep to your budget as well as

maintain the high standards we endeavour to promise you'.

### WHAT TO EXPECT:

- Regular and thorough maintenance: Lawns will be mowed consistently, hedges will be trimmed neatly, and borders will be kept free from weeds throughout the growing season.
- Improved communication: Green Care Solutions will communicate directly with the Housing Services Team, ensuring any specific needs or concerns are addressed promptly.
- Professional and responsive approach: Their team is fully trained and insured and values excellent customer service.

### YOUR FEEDBACK MATTERS:

We remain committed to continuous improvement as we move forward with Green Care Solutions. We encourage you to let us know your thoughts about the new service. If you have any positive or negative feedback, please don't hesitate to contact your Housing Services Team. You can reach us at **0115 9066066** or by email at [housing@tuntum.co.uk](mailto:housing@tuntum.co.uk).

## Garden waste bin collections

The sunshine and showers we've had recently have helped our gardens and green spaces to 'spring' into life.

Nottingham City Council, the Local Authority where the majority of Tuntum's customers live within, have introduced charges for garden waste bins to be collected this year.

If you don't want to pay for this service, then you are responsible for taking your garden waste to your local recycling centre. If you contaminate your other household waste bins with garden waste then you may be fined.

We'd like to remind you that it is part of your Tenancy Agreement that you commit to keep your garden, outside area (including patios or balcony) tidy and free from rubbish and obstructions.

You must not allow your garden to become a nuisance to others by failing to keep it tidy and/or allowing it to become overgrown.

Please refer to sections 3.33 – 3.50 of your tenancy agreement for additional information on the requirements for hedges, trees, climbing plants etc.



For More Info

 **Notts\_Carnival**  **Notts\_Carnival**  **NottinghamCarnival**  
**[www.nottinghamcarnival.co.uk](https://www.nottinghamcarnival.co.uk)**





# Support for Domestic Abuse

**Domestic abuse** (sometimes called ‘domestic violence’ or ‘intimate partner violence’) is an incident or a pattern of behaviour that is used by someone to control or obtain power over their partner or ex-partner. It is never the fault of the person who is experiencing it, and it is a crime.

Domestic abuse can happen to anyone, regardless of age, background, gender identity, sex, religion, sexual orientation or ethnicity. However, statistics show most domestic abuse is carried out by men and experienced by women. Across England and Wales, 1 in 4 women will experience abuse in their lifetime and on average, one woman is killed by an abusive partner or ex every five days.

## What forms can domestic abuse take?

A common myth is that it's only domestic abuse if it involves physical or sexual violence. In fact, many women experience domestic abuse without ever being physically harmed. Remember: non-physical forms of abuse can be as destructive and as undermining as physical violence.

## Domestic abuse could involve...

- Emotional abuse, including gaslighting
- Coercive control
- Physical abuse
- Tech abuse
- Economic abuse
- Sexual abuse

## WHO TO CONTACT FOR SUPPORT

**Refuge**, are the UK's largest domestic abuse charity for women and children. Call 0808 2000 247 for free 24 hour support.



**Respect** support male victims of domestic abuse. Call 0808 8010327 freephone Monday-Friday 10am – 5pm



## Bright Sky app

Bright Sky is a mobile app and website for anyone experiencing domestic abuse, or who is worried about someone else. The app can be downloaded for free. Only download the app if it is safe for you to do so and if you are sure that your phone isn't being monitored.



## Ask for ANI codeword

If you are experiencing domestic abuse and need immediate help, ask for ANI (Action Needed Immediately) in participating pharmacies and Jobcentres.

When you ask for ANI, you will be offered a private space, provided with a phone and asked if you need support from the police or other domestic abuse support services.

To find your nearest participating provider, search using the postcode checker on the Ask for Ani page on the Enough website. You can also lookout for the Ask For Ani logo.



## CHECK WHETHER SOMEONE HAS AN ABUSIVE PAST

If you are concerned that a new, former or existing partner has an abusive past you can ask the police to check under the Domestic Violence Disclosure Scheme (also known as 'Clare's Law'). This is your 'right to ask'. If records show that you may be at risk of domestic abuse, the police will consider disclosing the information. A disclosure can be made if it is legal, proportionate and necessary to do so.

If you are concerned about a friend or family member, you can apply for a disclosure on behalf of someone you know.

You can make a request to the police for information about a person's previous violent offending in person at the police station or elsewhere, by telephone, by email, online or as part of a police investigation. Support agencies and services can also help you ask the police about this.



# Help for Hoarders

We're seeing an increase in the number of safeguarding cases relating to hoarding and we want to remind customers that Tuntum can help.

## Hoarding is described by the NHS as:

*"A hoarding disorder is where someone acquires an excessive number of items and stores them in a chaotic manner, usually resulting in unmanageable amounts of clutter. The items can be of little or no monetary value."*

## Hoarding is considered a significant problem if:

- the amount of clutter interferes with everyday living – for example, the person is unable to use their kitchen or bathroom and cannot access rooms
- the clutter is causing significant distress or negatively affecting the quality of life of the person or their family – for example, they become upset if someone tries to clear the clutter and their relationship suffers

## Our approach to dealing with hoarding

Hoarding can have a profound effect on the person who is hoarding, on their neighbours, the local community, and on the property.

People who hoard items often have strong attachments to items which are not easy for

others to understand. They are often resistant to the idea of clearing their home of the belongings, and the actual removal of the items from their homes can prove extremely traumatic for them.

As a responsible landlord, we must balance the needs of the individual with the needs of the local community. If we receive a report of hoarding we will try to work with the customer to address their support needs, their hoarding behaviour, and to remove the items in and around their home which are causing a concern. If the level of risk is high and/or the effect on the local community is unacceptable, we will take action alongside our partner agencies to help the customer to make their home safe again.

**www.Mind.org.uk** has useful guidance for hoarders on how to help themselves in the first instance, including tips on setting small daily goals and track progress.

There are also motivational videos on YouTube on hoarding and decluttering.

We want customers to know that we will not judge, punish, ridicule or threaten anyone with issues with hoarding. We will show respect, listen and work sensitively to help improve the situation. Customers can contact their housing officer or support worker for an initial discussion about how we can help them.



# Save on the essentials with Housing Perks

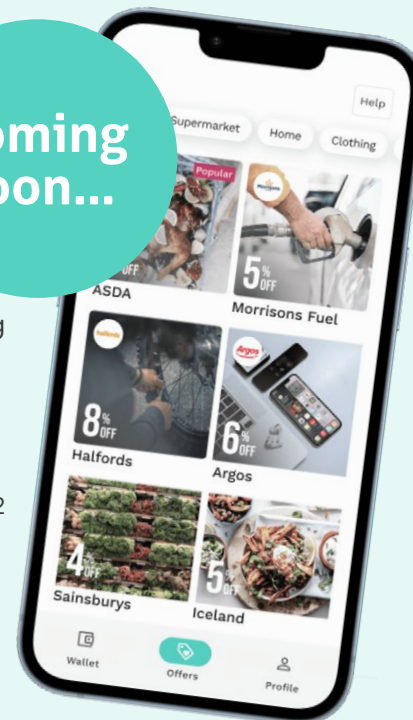
Coming soon...

**Housing Perks** is a digital solution to the cost of living crisis for housing association tenants. They provide discounts, cashback and free items to tenants with a focus on the everyday essentials.

The mobile app is free to use for Tuntum tenants and gives them access to over 100 national retailers. Tenants typically save £6-£12 per week on their essentials. Discounts range between 4% - 18%. Over a year those weekly savings add up significantly.

The discounts are not available to the general public as they have negotiated special discounts which are only available to housing association tenants.

Soon, we will be writing to all tenants to confirm how to log-in to the app. Once logged in, you'll get access to discounts, cashback and free items instantly. The mobile app enables tenants to use their discount while they're on the go.



# Annual Complaints Performance & Service Improvement Report



At the Board meeting in May 2024, the Board approved the Annual Complaints Performance and Service Improvement Report. This provides information on the 2023/24 complaints performance in accordance with requirements of the Housing Ombudsman Complaint Handling Code. Which must include:

- the annual self-assessment against this Code to ensure their complaint handling policy remains in line with its requirements.
- a qualitative and quantitative analysis of the landlord's complaint handling performance. This must also include a summary of the types of complaints the landlord has refused to accept;
- any findings of non-compliance with this Code by the Ombudsman;
- the service improvements made as a result of the learning from complaints;
- any annual report about the landlord's performance from the Ombudsman; and
- any other relevant reports or publications produced by the Ombudsman in relation to the work of the landlord.

The Board's response was:

*"The Board of Tuntum HA were pleased to see that The Annual Complaints Performance and Service Improvement Report (presented on the 16th May 2024) included not only the statistics around the number of cases, but what we have learnt from them. It's hoped that this approach encourages more customers to raise complaints where they are dissatisfied as they understand that we will listen and seek to resolve them".*

You can read the full report on the website; scan the QR code.



# VACANCY on the Customer Experience Committee



We have an exciting new opportunity to have your voice heard by our Board by being part of our Customer Experience Committee (CEC).

The CEC currently meets online at least 3 times a year, in the evening, and you'll have the opportunity to:

- Have a say on our health and safety and asset management strategies.
- Recommend targets for us and keep an eye on how we're performing.
- Have access to our complaints information to help recommend ways we can improve.
- Have oversight of the scrutiny of services as carried out by our scrutiny panel, Magnify.
- Monitor the performance of our contractors, consultants and the Direct Trade Operatives.
- Overseeing the performance of the specialist, mental health, refugee, housing and sales teams.

We recognise the commitment needed to be part of the panel and so you'll be paid for your time.

If this is something that you'd be interested in, please email [beckyhenry@tuntum.co.uk](mailto:beckyhenry@tuntum.co.uk) with your contact details by the 9th September and she will be in touch about the next steps.



## Why you need home contents insurance?

We know that household budgets are tight at the moment, so you might think you can do without home contents insurance, but it is essential for several reasons.



### Protection Against Loss and Damage:

Home contents insurance covers your personal possessions against risks such as fire, theft, and accidental damage. If something happens to destroy or damage your belongings, replacing them can be costly. Having insurance ensures you won't have to bear the full financial burden.



### Coverage for Your Possessions:

It includes coverage for your own possessions and those of close family members living with you. This means your belongings are protected both inside and outside your home. For example, if you take items on holiday, they can still be covered.



### Peace of Mind:

Suddenly losing your possessions due to unforeseen events can be traumatic. Home contents insurance provides peace of mind by allowing you to make a claim if your possessions are stolen or damaged.



### Accidental Damage:

Many policies cover accidental damage, which is especially useful if you have children or pets. Accidental damage protection ensures you're covered even if you accidentally break something.



### Legal Helpline:

Some policies offer access to a legal helpline for advice and guidance on certain legal problems.

Remember, while home contents insurance is not mandatory, it's a wise choice to protect your belongings. The cost of replacing your possessions is normally far higher than the monthly insurance premiums.





# 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. We understand the pressures on budgets 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. You can also check out the Money & Finances page on our website: [www.tuntum.co.uk](http://www.tuntum.co.uk).



## WINTER PUZZLE RESULTS:

Well done to **MICHAELA** from **NOTTINGHAM** who correctly completed the Winter Puzzle and won a £25 Love2Shop voucher.



## 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.



**Tuntum**  
building brighter futures

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

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