

# ENGAGE

AUTUMN/WINTER 2024



## Tuntum Launches Garden Room at the Old Vicarage

*We proudly unveiled the Garden Room, The Old Vicarage*  
**Page 6**

**Customer  
Annual Report**  
*Page 3*

**Black History  
Month – Our  
Founders**  
*Page 5*

**Building  
Brighter  
Futures**  
*Page 8*

# Contents

Forward from CEO	2
Christmas Working Hours	2
Customer Annual Report 2023-24	3
Meet Our New Chair, Danielle Oum	4
Annual General Meeting	4
Black History Month - Our Founders	5
Complaints Lessons Learnt	5
We Want to Work With You	6
New Garden Room at The Old Vicarage	6
Exciting Refurb at Derby Road	7
Vacancy on the Customer Experience Committee	7
Building Brighter Futures	8
Exciting Refurb at Derby Road	8
ENGAGE is Going Digital!	8
The Consequence of No-Access	9
Key Policy Updates: No Access Policy	9
Save With Housing Perks This Holiday!	10
Nottingham Carnival 2024	10
Register for MyTenancy	11
Reduce Condensation, Prevent Mould!	11
Struggling to pay your rent?	11
Fire Safety Booklet Launched	12
Winter Puzzle	12

## Foreword from CEO Charmaine Sime

Hi All,

Hopefully as you are sitting reading this you are snuggled up somewhere warm and cosy.

The festive season is almost upon us, and it is now that we start to reflect on the past year and start to think about what the new year holds.

At Tuntum, whilst we recognise just how much work we still need to do, we are pleased to report that on many fronts we are making progress and during 2024, we have laid down a lot of building blocks that we need to ensure that we have a basis from which to grow and develop.

If you haven't already, I would urge you to take a quick look at our annual report on our website. Whilst the annual report gives a summary of our achievements throughout 2023/2024 it sets out what we still have left to do to improve the way we work and most importantly improve your experience.

A few points in this edition I would like to draw your attention to:

- Check out the Housing Perks App - at a time of great cost, this may just help those pennies go that little further.
- Have a read of the article on the vacancy on the Customer Experience Committee. We'd love to have more customer experiences being voiced at Board level so I'd encourage YOU to apply.

For now, here wishing you a very merry festive break, and I look forward to seeing you in the New Year.

*Charmaine*



## Christmas Working Hours

Please note that our Head Office is closed from 1pm on the 24th December until 9am on January the 2nd. Staff are working remotely and available on **0115 916 6066** at the times stated below.

**Wednesday 25th December**  
**Thursday 26 December**  
**Friday 27th December**  
**Monday 30th December**  
**Tuesday 31st December**  
**Wednesday 1st January**

**Closed - Bank Holiday**  
**Closed - Bank Holiday**  
**Open - 9am-5pm**  
**Open - 9am-5pm**  
**Open - 9am-4pm**  
**Closed - Bank Holiday**

Our out-of-hours emergency repairs number is **0115 7446 9664**.



# Customer Annual Report 2023-24

We are pleased to report that we have recently published our Customer Annual Report 2023-24. The report is entitled 'Embracing a New Chapter' and can be found on our website, on the Publications page.

The full report takes you through our achievements and challenges of the last financial year and lays out some of the plans we have to ensure that we start to put in place the improvements required. A summary of our performance for 2023-24 can be seen in our Tenant Satisfaction Measure results as shown below.



## Building Safety

**98.9%** Proportion of homes for which all required gas safety checks have been carried out

**100%** Proportion of homes for which all required fire risk assessments have been carried out

**100%** Proportion of homes for which all required asbestos management surveys or re-inspections have been carried out

**100%** Proportion of homes for which all required legionella risk assessments have been carried out

**100%** Proportion of homes for which all required communal passenger lift safety checks have been carried out

## Anti-social Behaviour

**36** Number of anti-social behaviour cases, opened per 1,000 homes

**0.7** Number of anti-social behaviour cases that involve hate incidents opened per 1,000 homes

## Decent Homes Standard and Repairs

**0.3%** Proportion of homes that do not meet the Decent Homes Standard

**96.7%** Proportion of non-emergency responsive repairs completed within the landlord's target timescale

**97.1%** Proportion of emergency responsive repairs completed within the landlord's target timescale

## Complaints

**33.4** Number of stage one complaints received per 1,000 homes

**6.0** Number of stage two complaints received per 1,000 homes

**96%** Proportion of stage one complaints responded to within the Housing Ombudsman's Complaint Handling Code timescales

**100%** Proportion of stage two complaints responded to within the Housing Ombudsman's Complaint Handling Code timescales

## Tenant Satisfaction Measures

**67.8%** of customers are satisfied with our overall services

**72.2%** of customers who have received a repair are satisfied with the overall repairs service

**67.2%** of customers who have received a repair are satisfied with the time taken to complete it

**68.3%** of customers are satisfied that their home is well maintained

**73.2%** of customers are satisfied that their home is safe

**59.8%** of customers are satisfied that we listen to, and act on their views

**67.9%** of customers are satisfied that we keep them informed about things that matter to them

**79.5%** of customers agree that we treat them fairly and with respect

**45.7%** of customers are satisfied with our approach to handling complaints

**58.4%** of customers are satisfied that their communal areas are clean and well maintained

**50.5%** of customers are satisfied that we make a positive contribution to their neighbourhood

**53.4%** of customers are satisfied with our approach to handling anti-social behaviour



## Meet Our New Chair, Danielle Oum

Danielle Oum was appointed as our new Chair after a rigorous recruitment process. Danielle's vast experience and proven leadership in the housing and healthcare sectors make her an exceptional choice to lead Tuntum into the future. We are confident that her strategic insights and passion for community service will be invaluable as we continue our mission to support and empower the communities we serve.

Danielle currently serves as the Chair of Coventry and Warwickshire Integrated Care Board, Chair of Aquarius Charity, and a Board member of Fusion21. Her extensive experience includes holding several NHS Trust Chair roles

and serving as Chair and Board member in various housing associations, most recently as Chair of Walsall Housing Group.

Charmaine Simei, CEO of Tuntum Housing Association, said "It is a pleasure to welcome Danielle to the Board. She has a strong leadership background in strategic development, stakeholder engagement and transformational change spanning the public, private and voluntary sectors. Her breadth of experience will be enormously beneficial to Tuntum as we begin an exciting new chapter of our story."

On joining the Board, she said

**"It is a privilege to join as Chair of the Board. Following the recent launch of Tuntum's new Corporate Strategy 2024-2027 which incorporates six clear priorities and a revised vision statement, a roadmap is firmly in place to ensure the association modernises at pace - whilst keeping its soul intact."**



## Annual General Meeting

Tuntum's Annual General Meeting (AGM) held on the 26th of September 2024, marked the start of a new chapter in Tuntum's history. The AGM is a key event where shareholders are invited to discuss and vote on key resolutions that shape the future of the association. This year's AGM was particularly significant, marking the conclusion of an era for several key members of the Tuntum family.

Alongside Danielle, three new members were elected to the Board: **Tania Stevenson, Sam Webster, and Fiona Bebbington**. Their collective expertise and passion for community service will help steer Tuntum towards continued success and growth.

You can read more about all the new Board members on our website: [www.tuntum.co.uk](http://www.tuntum.co.uk)



Tania Stevenson



Sam Webster



Fiona Bebbington

Junior Hemans, who served as Tuntum's Chair for nine years, officially stepped down, making this AGM his last as Chair. In addition, Paul Moat retired after nine years of service, and Jackie Richards concluded her three years with the Board. Each of these individuals has left a lasting impact on Tuntum, contributing significantly to the association's growth and community outreach.



## Black History Month – Our Founders

This Black History Month, we reflected on and celebrated the contributions of those who have shaped not just our communities but the very essence of Tuntum Housing.

**Born from the vision and determination of a group of Black pioneers, Tuntum was established 36 years ago, laying a foundation of hope, resilience, and empowerment for future generations.**

Tuntum Housing Association was brought to life by Leroy Wallace, Dr. Martin Glynn, Lenford Vassell, Sheron Riley, Tyron Browne, Harris Joshua, and Leslie Davis.

We are forever grateful that these remarkable individuals, each contributed their skills, passion, and leadership into building the Tuntum Housing we all know today. Our Specialist Housing schemes also raised

awareness of Black History Month with information boards and activities for customers.

In a time when Black voices were often marginalised, they made a stand to address the needs of underrepresented communities in housing across the Nottingham area. At Tuntum, we are proud to build upon their work and will continue to work towards a more equal society, which celebrates our vibrant and multicultural community where everyone can feel at home.



## Complaints Lessons Learnt



**We recognise that for us to improve the services we provide, we must listen to our tenants and learn from the complaints we receive.**

In October, our Housing Services Manager, Head of Asset Management and Compliance, and Head of Specialist Housing Manager met to review the complaints we have resolved so far this year.

Here are some of the actions we are taking as a direct result of complaints we have received:

- 10% of each contractor's work will be inspected after the job is completed.
- We are completing Complaints refresher training with our Housing Team.
- A new Damp & Mould Standard Operating Procedure is being worked on.
- We are currently reviewing our decant process, which involves the temporary or permanent relocation of residents, typically due to redevelopment, renovation, or essential maintenance work on the property.

## We Want to Work with You

We are excited to welcome Leroy Nutt to our Customer Service Team as our Customer Engagement and Insight Officer.



Leroy will lead on gaining your feedback, by sending out surveys on the services we provide to hear your voice. We'll then be in touch to see how we can improve our services. Your voice and the feedback you provide will provide valuable insights that will ensure our customer voice is heard

throughout the organisation and help to provide vital information which will influence Board decisions.

Our scrutiny panel, Magnify, are working on scrutinising aspects of our service. Leroy will help to facilitate the panel and publish their reports to our Customer Experience Committee. We're keen to get new voices heard, if you would like to learn new skills, want to meet new people, and feel you have something to say, please send an email to: [leroynuttt@tuntum.co.uk](mailto:leroynuttt@tuntum.co.uk) or call **0115 666 8546** We'd love to hear from you.



## New Garden Room at The Old Vicarage

In September, we proudly unveiled the Garden Room at The Old Vicarage. This long-awaited addition stands as a symbol of our ongoing commitment to enhancing the well-being of our customers and providing them with enriching, supportive environments.

The Garden Room is designed to be a versatile and tranquil space for our customers. From gardening to meditation, art and crafts, or simply finding a peaceful retreat, the Garden Room is set to become a cherished spot within The Old Vicarage community.

The vision for the Garden Room originally came from our staff at The Old Vicarage. Their collective commitment to improving the quality of life for our customers has been instrumental in making this project a reality.

As we look ahead, we're excited to see the positive impact this new



space will have on our customers' mental and emotional well-being. We know that the activities the staff have planned in the Garden Room in the coming months and years will further foster a sense of community and connection at The Old Vicarage.



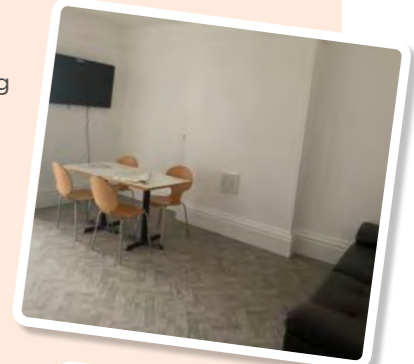
## Exciting Refurb at Derby Road

We are thrilled to announce that our scheme at Derby Road has recently undergone a significant refurbishment, enhancing the living environment for our customers. This comprehensive renovation included updates to kitchens, bathrooms, toilets, bedrooms, sitting rooms, and communal living areas, creating a more modern and welcoming atmosphere.

The newly renovated kitchens now feature contemporary designs, complete with state-of-the-art appliances, making meal preparation more enjoyable and efficient. Bathrooms and toilets have been upgraded with modern fixtures, providing improved functionality and comfort for our customers. Each bedroom has been thoughtfully redesigned to offer a cosy and personal space, ensuring that everyone feels at home.

The refurbishment also focused on enhancing communal areas, fostering a sense of community among customers. The new sitting rooms and living spaces are ideal for relaxation and socialising, encouraging positive interactions and friendships.

At Tuntum we believe that a well-designed and comfortable living space contributes significantly to the well-being of our customers. These improvements not only enhance the aesthetics of the property but also support a healthier and happier community. We look forward to seeing how these upgrades will positively impact the lives of those who call Derby Road home.



## 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.

In order to apply, you must be a current customer in general needs or sheltered housing. Customers in temporary accommodation cannot apply as this is a longer-term role.

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 30th of January 2025, and she will be in touch about the next steps.

# Building Brighter Futures

## CASE STUDY

As we continue our commitment to supporting refugees, and people in need, we're sharing an update on the progress and milestones we've supported our customers to achieve.

Each story is a testament to resilience, courage, and the profound difference that dedicated support can make in overcoming challenges and building new lives.



### J's Journey to Independence

J is a 21-year-old with ADHD, Autism, and anxiety. They came to one of our schemes - Derby Road in December 2022 after a family conflict left them homeless.

Initially withdrawn, J worked closely with their key worker, gradually building trust. Through a tailored Support Plan, J learned budgeting skills, gained confidence, and secured part-time work at a local café.

J's commitment to managing their health included walks, fitness, and staying organised. They recently moved to their own flat in Nottingham, closer to family, and are now in college while running a small beauty business. J values their experience and growth at Derby Road.

## Different cultures celebrated at Derby Road

In October, staff at Derby Road organised a Black History Month 'Caribbean Cook Out' activity for the residents.

Staff and customers gathered in our newly refurbished kitchen to prepare a delicious array of Caribbean dishes.

Together, they created traditional favourites like rice dishes, curries, fruit punch, and an assortment of cakes, sharing flavours that reflect the rich diversity of their community.

Kaitlin, a resident from a White British background, was moved by the experience and shared her gratitude:

***"Tuntum Housing has given me an incredible opportunity to explore different cultures. Growing up, I didn't experience much cultural variety, but since being at Tuntum - surrounded by diverse ethnicities and religions - I've gained a sense of family. I love being part of a household where everyone cares for each other and shares love and support."***

At Tuntum we're proud of the inclusive environment we create together, where everyone is encouraged to celebrate and connect across cultures.

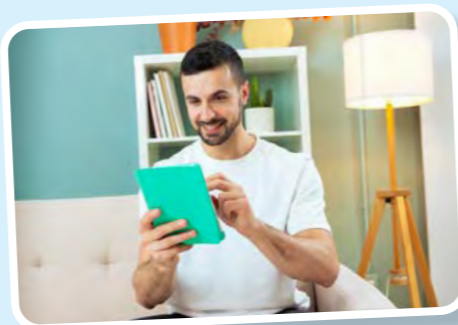


## Important Notice: Engage is Going Digital!

In our last edition of Engage, we advised on our plans for transitioning the newsletter onto a digital format. A digital copy will be more environmentally-friendly, cost-effective, and allow for more interactive and easily accessible content-making. As a result, this will be the final printed edition of Engage.

Future editions will be available online. We look forward to keeping you engaged in a more sustainable and dynamic way!

We will continue to print a small number for some of our customers in our Specialist Housing and older person schemes.



## The Consequence of No-Access

**At Tuntum, the safety and well-being of our customers is our top priority. To ensure that our properties remain safe and compliant with regulations, we send out licensed staff to carry out legally required inspections, such as gas safety checks, electrical assessments, and other critical safety tasks.**

These inspections are not only a legal obligation but also crucial to maintaining a safe living environment for all customers. Unfortunately, we have encountered instances where our team has been unable to gain access to certain properties, even after notifying customers well in advance.

This creates a significant risk not only to the individuals living in those homes but also to neighbouring tenants. Without these essential checks, undetected issues could worsen and result in serious health and safety hazards.

### Potential Worst-Case Scenarios

- 1. Gas Leaks or Carbon Monoxide Poisoning:** If gas appliances are not inspected and maintained, there's a risk of gas leaks, which can lead to carbon monoxide poisoning — a silent killer that is often undetectable without proper checks.

- 2. Electrical Fires:** Faulty wiring or electrical systems that go uninspected can spark dangerous electrical fires, endangering both the property and its occupants.
- 3. Structural Issues:** Routine inspections often catch underlying structural problems, such as cracks or dampness, which if left unaddressed, can lead to significant damage and expensive repairs.
- 4. Mould Growth:** Moisture issues that go unnoticed during inspections can lead to mold, which not only damages property but poses serious health risks, especially to those with respiratory conditions.
- 5. Boiler Failures:** Without regular servicing, boilers could malfunction, leaving tenants without heat or hot water, particularly in colder months, which can have severe health implications.

We urge all customers to allow access when notified of upcoming inspections. These checks are conducted for your safety and the safety of those around you. Should there be difficulties in scheduling, please contact us as soon as possible so we can find a convenient time to carry out these essential safety tasks. Together, we can ensure that all homes remain safe and secure.



## Key Policy Updates: No Access Policy

**The Board of Tuntum has recently approved updates to our No Access Policy. Here are highlights from the updates on the policy:**

- Tuntum has fitness for habitation obligations under the Landlord and Tenant Act 1985, section 9A and 10.
- Under Regulation 36 (Duties of Landlords) of the Gas Safety (Installation & Use) Regulations 1998 (GSIUR), any gas appliance in a property (other than a gas appliance which a tenant is entitled to remove should they vacate the property) the housing association owns and is rented to a tenant must be checked for Gas Safety within 12 months of its installation and at intervals of no more than 12-months after that until the appliance is removed or replaced.
- You must allow access for other safety checks and inspections such as but not limited to inspections to check that the electrical installations within the premises are in proper working order, to check for, to monitor and manage any asbestos identified/present

at the premises or to conduct inspections relating to the energy efficiency of the premises. We may also require access to check the integrity of any fire alarm systems and to check the smoke/carbon monoxide alarms within the premises.

- Clauses **3.2.1, 3.2.2, 3.2.3** and **3.2.4** apply equally to the premises where heating and hot water are provided by way of alternative energy such as an air source heat pump or something equivalent. Where the premises let have this type of alternative energy, the reference to carrying out gas safety checks and servicing gas installations in these clauses should be substituted and read as alternative energy checks and alternative energy servicing. Like gas servicing, these checks will be conducted at intervals of no more than 12 months.

The policy is available on Tuntum's website [www.tuntum.co.uk](http://www.tuntum.co.uk) or by request if you call 01159166066 or email [admin@tuntum.co.uk](mailto:admin@tuntum.co.uk).



## Save With Housing Perks This Holiday

In October, we officially launched the Housing Perks scheme to our customers via an email titled **"Exciting News! Introducing Housing Perks!"**.

Join our growing community of over 150 Tuntum customers already enjoying exclusive discounts at over 100 national retailers. Many of the discounts are available as instant vouchers in store, meaning that once you know what you are going to spend you can download a voucher and use it at the checkout straight away e.g. if you were spending £50 in Primark, you could download an instant voucher and save £4.50, saving 9% or, if you were spending

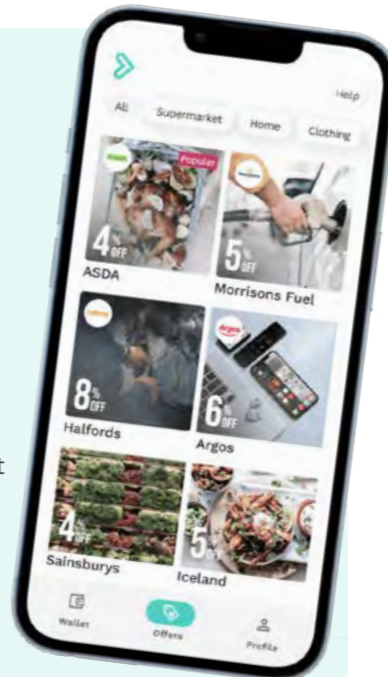
£50 in Tesco you could save 4% or £2 at the checkout\*. Overtime, these small savings would add up.

As a Tuntum customer, you're eligible to access these fantastic deals, helping you save on your shopping not just at Christmas but all year round.

If you haven't already, sign up today to unlock hundreds of offers and make your festive season even more affordable!

If you have any queries or need help signing up, you can email us at [admin@tuntum.co.uk](mailto:admin@tuntum.co.uk), or call us on **0115 916 6066**.

\* discounts correct at the time of publishing.



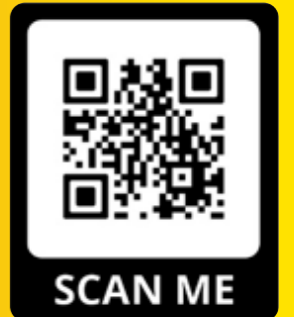
## Register for MyTenancy

If you haven't already, register for our 'MyTenancy' service, which is an online portal which provides you 24/7 access to your secure information and enables you to:

- View rent account details
- View and keep track with your repairs history
- Easily place repair requests
- Update personal information



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



## Reduce Condensation, Prevent Mould

Condensation is one of the primary causes of mould in homes, particularly during the colder months. It occurs when warm, humid air comes into contact with cooler surfaces, like windows or walls, causing moisture to form.

**You may recognise the following signs:**

- Water droplets on cold surfaces such as glass, paint, etc.
- Water mappings on the walls.
- Damp and loose wallpapers.
- Development of black mould which can form in areas with little to no air movement.

This excess moisture provides the perfect environment for mould to thrive, especially in areas with poor ventilation. Mould not only damages your property but can also pose serious health risks, including respiratory issues and allergies.

**How can I reduce condensation and prevent mould?**

Preventing condensation is key to stopping mould before it starts. Some steps you can take include:

- Improving ventilation is one of the most effective solutions, as it allows moist air to escape and keeps indoor spaces dry.
- Using extractor fans in kitchens and bathrooms.
- Opening windows regularly, and ensuring adequate insulation are all great ways to manage moisture levels.
- Reduce heating periods, as heating your home consistently can prevent warm air from rapidly cooling, reducing the chance of condensation forming on surfaces.



- For particularly damp areas, consider using dehumidifiers to remove excess moisture from the air, and be sure to wipe down surfaces where condensation regularly forms.

In the long run, controlling condensation is essential for maintaining a healthy, mould-free home. By taking these simple steps, you can safeguard your home and well-being, ensuring that mould doesn't become a persistent issue.

If you have any problems with damp or mould, please report it by calling **0115 916 6066**. Alternatively, you can report it through the **'My Tenancy'** portal.

## Nottingham Carnival 2024



On the 18<sup>th</sup> of August, Tuntum proudly participated in the Nottingham Carnival, celebrating its 25<sup>th</sup> year as a key supporter of this vibrant community event. The day was bathed in sunshine, creating the perfect Caribbean ambiance for the festivities.

Tuntum's involvement was marked by a strong sense of community and teamwork, with several staff members volunteering their time and efforts to ensure the event's success. One of the highlights was Tuntum's Kid Zone, which was a hive of activity throughout the day. Children and their parents engaged in creative arts and crafts, making memories and masterpieces to take home.

The parade itself was a spectacular showcase of Caribbean culture and heritage, with a number of troupes parading through Victoria

Embankment in a dazzling display of colour, music, and creativity. The all-inclusive nature of the parade highlighted the rich diversity and unity within the community.

Tuntum is proud to continue to show its support to such an important and culturally significant event, and we look forward to continuing our support in the years to come.



Junior Hemans (centre), Tuntum's former Chair opens the parade.



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



# Fire Safety Booklet Launched



We have launched our Fire Safety Information booklet which provides essential information around fire safety and what to do in the event of a fire. The booklet also provides information on what we do to keep you safe.

You can read the **Fire Safety Booklet** by scanning this QR code or by going to **www.tuntum.co.uk** then to 'I'm a Tuntum Resident' and then 'Safety In and Around Your Home'.



## 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**



# Winter Puzzle



S			
A			
			S
			T

Directions: Each row must contain the letters to spell the word **STAR**. Each letter can only appear once in each row or column. Complete the festive Suduko and email a photo of 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 **10th January 2025**.



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

## Head Office

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TuntumHA



tuntumhousingassociation



SCAN ME