

# ENGAGE

SPRING 2025



## Building a Community Together

*Mercure Sherwood Nottingham donates to Tuntum*  
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**Working together  
to create a safer  
community for all**  
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**Save With  
Housing Perks!**  
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## Foreword from CEO Charmaine Sime

Hi All,

At the time of writing the first signs of spring are starting to make an appearance which always helps to make us feel re-energised, and that's definitely true for myself and the team at Tuntum.

Since our last edition, a key area of work has been making sure that we are providing customers with enough avenues to engage with us, so that we can hear your views and ultimately work with you to improve our services.

I am therefore delighted to advise and indeed thank so many of you who have given us really valuable feedback on a number of recently reviewed and approved policies, many of which are featured in this edition of Engage.

Also a special thanks goes to the Scrutiny Panel who first met in November and at the time of writing are just finalising their first report. Further information on what they reviewed, and their findings will be in the next edition of Engage.

To find out about more opportunities about how you may become involved please see page 4 - We have a range of opportunities depending on your own time commitments.

Charmaine



## Welcome to the Audit & Risk Committee



After a round of interviews with our Chair of the Board and the Chair of the Audit & Risk Committee, we successfully appointed Winston Weir as a co-opted member of the committee. Winston joined us on 1 February.

Winston is a Big 4 Qualified Accountant with experience in non-executive roles, he is currently the Chair of the Audit & Risk Committee at Birmingham & Solihull Mental Health NHS Foundation and Chair of the Sustainable Resources Committee at Hywel Dda University Health Board.

On joining Tuntum Winston commented:

***"I am delighted to join Tuntum Housing as a member of the Audit Committee. Tuntum Housing provides a critically important service to the multi-ethnic community in Nottingham & Nottinghamshire. I am committed to ensure its sustainability and good governance in my role."***

## ENGAGE Goes Digital!

Welcome to our first  
**Digital edition** of Engage.

We hope you enjoy reading it.

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



## Specialist Housing is getting a new name

Following a recent review of our Specialist Housing services we are now renaming our Specialist Housing and Community Initiatives division to

### Supported Housing and Outreach Services

which better reflects the services we currently offer.

Delores Vassell, Head of Service, said that the review has highlighted several improvements to our services that we are looking to make over the course of the next 12 months to ensure that all our customers receive a good quality support service, that meets their needs and promotes their independence.

Our support services cater to a wide range of individuals who may find themselves at a vulnerable juncture in life or indeed may have enduring mental health conditions. We provide services to Teenage parents, homeless adults, Refugees, and work with third parties to provide accommodation to women fleeing domestic violence. For further information about the services we provide, please visit our website

[tuntum.co.uk/supported-housing](https://tuntum.co.uk/supported-housing)

Please see the case study on page 7 to understand the type of work we do.

# We want to work with you

In the last edition we introduced you to our new Customer Engagement and Insight Officer, Leroy Nutt. Leroy hasn't let the grass grow under his feet since joining Tuntum.

*"Since starting at Tuntum, I have had the pleasure of engaging with several different and very welcoming groups of customers. To date I have been involved with Magnify, our Scrutiny Panel. Not only has this kept me busy but it has also allowed me a great insight into our customers. I have also had several meetings with customers at our Sheltered Housing*

*schemes, Lyn Gilzean Court, Balisier Court and Churchfield Terrace. I have also been meeting customers who are engaged in policy consultation with us, and I am excited for our upcoming focus group on the Tuntum Website."*

Leroy went on to say that we are looking for more customers to become involved with our Focus Groups and Panels.

Have you thought about becoming involved but not sure what you could do? Below is a list of things you might be interested in taking part in...

- Join **Magnify** - our Customer Scrutiny Panel
- Join the **Customer Experience Committee** - a sub-committee of the Board
- Join the **Complaints Panel**
- Attend Focus Groups
- Give feedback on Policies
- Attend scheme meetings and estate inspections
- Contribute to **Engage** - the quarterly customer newsletter

- Attend community days and events
- Attend training days
- Provide feedback
- Complete surveys
- Become a Board Member

In 2024 we published our **Customer Engagement Strategy**, please visit our website to review. The strategy's key aim is to drive continuous improvement in terms of service delivery and customer experiences. We see as central to this, listening and working with you, our customers to develop and improve services to meet our current and future customer needs.

Set out below is our **5 CORE THEMES**

**Theme 1: Customer Insight** - Knowing and understanding our customers and our communities by utilising customer experience and insight (including complaints) to inform and drive service improvements.

**Theme 2: Fairness and Inclusion** - To provide accessible and inclusive methods of engagement, which captures a representative customer voice facilitating service improvements for all.

**Theme 3: Customer Empowerment** - To empower our customers, by providing meaningful opportunities to engage with, influence and scrutinise our service delivery and policy development.

**Theme 4: Customer Influence** - To demonstrate that the customer voice is audible across all decision-making forums throughout our governance structure and informs strategic decision making.

**Theme 5: Transparency and Accountability** - To provide timely performance information to enable effective scrutiny and challenge.

**This is what our panel members have to say.**

*"I joined the scrutiny panel to be just one voice of many customers. It was my hope that positive changes could be made between customers and Tuntum's current working practices with a clearer view on issues that affect us all."* **Jane**

*"I joined the Panel as a Director at Tuntum recommended the panel to me. I thought it would be a good opportunity to have my voice heard and express my views and also listen to the staff at Tuntum. It's nice to hear views from both sides of the fence."* **Nikola**

You can read about Magnify, our Scrutiny Panel on page 5.

## READY TO TAKE THE NEXT STEP?

If any of these opportunities interest you, then we'd love to hear from you - you can contact Leroy via: [admin@tuntum.co.uk](mailto:admin@tuntum.co.uk)

# Magnify, our Scrutiny Panel



## Why do we have a Scrutiny Panel?

Magnify has been set up to ensure that our processes and services continually improve, are fit for purpose, provide good value for money, and meet customer expectations.

## How does the Panel work?

Each year, the Panel will choose a key area of the business to investigate in-depth. To assist in

the investigation, they might choose to interview staff and contractors, review key documents, survey customers, arrange site visits and more.

## What are the Panel reviewing?

Magnify recently reviewed how we Communicate across 3 key areas: Complaints, Repairs and the Website. We look forward to receiving their report which will include recommendations on how we can improve.

# Key Policy Updates



The following policies have been reviewed and approved since our last Engage publication. We would like to take this opportunity to thank all our customers who put forward their views and helped us to shape and develop our policies which in turn will help how we deliver our services. All the following policies can be accessed through our website.

[tuntum.co.uk/about/policies](http://tuntum.co.uk/about/policies)

## AIDS AND ADAPTATIONS

The aims of this policy are to ensure that:

- Applications for aids or adaptations will be considered fairly across Tuntum Housing Association
- Tuntum demonstrates its commitment to maintaining customers' independence by providing funding for minor adaptations and not unreasonably withholding permission for customers to carry out major adaptations, where they have secured funding from other sources i.e., through the Local Authority Disabled Facilities Grant.

## DOMESTIC ABUSE

This policy sets out Tuntum's approach to dealing with domestic abuse.

- We will enable customers to report domestic abuse to us in different ways, and we will investigate all reports of domestic abuse that we receive.
- We will support those individuals experiencing domestic abuse irrespective of age, gender, sexuality, disability, ethnicity, religion, social background, or any other characteristics identified in the Equality Act.
- We will give people experiencing domestic abuse the opportunity to opt for a staff member of the same gender to deal with their case.

## CHILD SAFEGUARDING

Tuntum Housing Association is committed to ensuring that all children and young people are protected and kept safe from harm whilst engaged in services organised and provided by us. Tuntum Housing Association will also safeguard the welfare of children and young people who use our services by protecting them from abuse. Tuntum Housing Association acknowledges its duty to act appropriately to any allegations, reports, or suspicions of abuse.

## CCTV

Tuntum Housing Association routinely captures images of people using Closed Circuit Television (CCTV) to provide a safe and secure environment for customers, customers, colleagues, and visitors, and also to protect Tuntum property.

- All areas where CCTV is in use will be clearly signed to comply with the UK GDPR & the Data Protection Act. This is to inform people that they are about to enter an area covered by CCTV cameras or to remind them that they are still in an area covered by CCTV. The signs will also act as an additional deterrent.

## ANTI-SOCIAL BEHAVIOUR

This policy aims to ensure that:

- Tuntum Housing Association Housing customers and others residing in the areas where our properties are situated are able to enjoy the quiet occupation of their homes regardless of ethnicity, religion, sexuality, age, gender, or disability.



# How To Make A Complaint

## WHAT IS A COMPLAINT?

A complaint is an expression of dissatisfaction, however made, about the standard of service, actions, or lack of action by the organisation, its staff or those acting on its behalf, affecting an individual resident or group of customers.

At Tuntum we believe that all our customers should feel safe and secure in their homes and that our services, whether supplied directly by us or by a contractor, should be of a high standard. Whilst we aim to meet high standards, we accept that there may be occasions when you feel that we have not done so. Should this happen then we would like to hear from you, so we can put things right and improve our services.

## HOW TO MAKE A COMPLAINT

We recognise that we may fail to meet the standards that we set, when this happens, you can make a complaint in the following ways:

- Visit our website: [www.tuntum.co.uk/contact/complaints](http://www.tuntum.co.uk/contact/complaints)
- Call our Customer Services on **0115 916 6066**
- Email us at: [admin@tuntum.co.uk](mailto:admin@tuntum.co.uk)
- Send us a **private message** on our social media channels.
- Write to us at: **Tuntum Housing Association, 90 Beech Avenue, New Basford, Nottingham, NG7 7LW**

## THE COMPLAINTS PROCESS

### STAGE ONE

We'll reach out to you and discuss your complaint and how we can put it right. You will receive an acknowledgement letter within five working days. Once we have fully investigated your complaint we will provide you with our response within 10 working days.

### STAGE TWO

If you are not happy with the outcome of your stage one complaint, you can escalate to stage two of our complaints process. A manager will review your case and get back to you within 20 working days.

Tuntum is a member of the Housing Ombudsman Scheme and complies with the Complaint Handling Code. If you are unhappy with our response, you can contact the Ombudsman at any stage.

For more information, please visit [www.housing-ombudsman.org.uk](http://www.housing-ombudsman.org.uk)

# Tuntum Community Updates



Photographed (left to right) with **Barrington** and **Delores** are **Ben Eames**, Sales Manager MNSH; **Alan Tracey**, General Manager MNSH

## Support from Mercure Sherwood Hotel, Nottingham

Tuntum Housing Association would like to thank the Mercure Nottingham Sherwood Hotel for their kind donation of beds. The beds will be used by our Supported Housing Team who support young people and adults with mental health conditions and also by the team who support teenage parents.

# Complaints Lessons Learnt

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

We regularly meet to review the lessons we have learnt from our complaints and would like to invite you to come and join us to talk through the lessons we are learning from our complaints, and to share your experiences, as part of our new Complaints Panel. We'll meet four times a year and you will meet with our Customer Excellence Manager, Head of Asset Management and Compliance, along with our Housing Services Manager.



If you are interested in joining the Complaints Panel or would like more information, please reach out to our Customer Engagement and Insight Officer Leroy Nutt at: [admin@tuntum.co.uk](mailto:admin@tuntum.co.uk)



# Building Brighter Futures

**Agatha\*, aged 17, was referred to the Erewash Teenage Parents (ETP) Service in 2021 by her health worker after learning that she was pregnant.**

Home life during the covid pandemic had become strained; 5 people in a small house, dad suffering long bouts of illness and losing his job all putting a strain on the family. After applying to the service, Agatha was offered an interview and was advised that she would be put on the waiting list. Agatha was also advised that due to the housing crisis The ETP service may not be able to support her before her baby was due and was given contact details for other local accommodation services that may be able to help.

In April 2022, Agatha gave birth to a little boy. Not having anywhere permanent to live Agatha approached Housing options, only to be moved to different hotels on a daily basis with all her and her sons' belongings. With no permanency Agatha's mental health began to suffer, she felt let down and that she was letting her son down.

In March 2023 she was contacted by our ETP Service with news that a property would soon be available if she still needed one - her response?

**Yes! Yes! Yes!**

A week before the scheduled move in date Agatha met with the Services housing officer and walked into what would be her new home, she said **'it was all and more that I could have asked for.'**

Agatha moved into her new home a week later and 2 years on can say that with the help of our Accommodation Officer and the support network that has grown around her, she is going from strength to strength having gained the skills needed to move forward and is looking forward to moving to a more permanent home.



*Cases such as these really do showcase the difference the right support at the right time can make to individuals, families, the wider community alongside providing savings to the NHS, wider public services, and the local authority.*

*\*Name has been changed for privacy*

# Working together to create a safer community for all

At Tuntum Housing Association, we believe that a safe home is the foundation of a strong community. Ensuring every building meets the highest safety standards is not just about following regulations – it's about protecting lives, preventing risks, and creating a place where you feel secure and at ease.

Building safety is a shared responsibility, and small actions make a big difference. Whether it's allowing access for gas and electric checks, keeping communal areas clear, or following fire safety guidance, we all have a role to play.

## FIRE SAFETY: Simple Steps That Save Lives

Fire safety isn't just about compliance – it's about prevention. Some of the biggest risks can be avoided by simple daily actions:

- **Keep fire doors closed** – They are designed to slow the spread of fire, giving you and your neighbours vital time to evacuate. Never prop them open.
- **Test and report smoke alarm faults** – If your smoke alarm is faulty or beeping, report it immediately.
- **Be mindful of electrical safety** – Overloading sockets, leaving appliances on overnight, or using damaged wiring are major fire hazards.
- **Keep escape routes clear** – Items left in communal areas can block emergency exits and fuel fires. Let's keep shared spaces safe for everyone.



## GAS & ELECTRICAL SAFETY: Why Access Matters

Gas and electrical safety checks are not optional – they're a legal requirement designed to prevent fires, carbon monoxide leaks, and dangerous faults.

- **Missed appointments put lives at risk** – These checks ensure that your home and building remain safe.
- **Can't make an appointment?** – Let us know in advance, and we'll do our best to find a time that suits you.
- **See a problem? Report it.** – If you notice exposed wiring, flickering lights, or any gas concerns, don't wait – let us know immediately.

By allowing access for these vital checks, you are not just protecting your home – you are protecting your entire community.

## WORKING TOGETHER: How You Can Get Involved

Building safety is more than compliance it is about engagement, trust, and working together.

- **Join the conversation** – We are exploring new ways to involve customers in safety discussions, from Q&As to community feedback sessions.
- **Stay Informed** – Keep an eye out for safety updates, appointment reminders, and tips to help make compliance simple.
- **Have your say** – If you have concerns, ideas, or suggestions on how we can improve safety in your building, we want to hear from you.

We all want to live in a safe, secure, and well-maintained home, and by working together, we can make that happen.

For safety concerns, appointment rescheduling, or feedback, contact us at **0115 916 6066**.

## COMMUNAL SPACES: Shared Spaces, Shared Responsibility

Our communal areas – hallways, stairwells, bin stores – are spaces we all share, and their safety affects everyone.

- **No personal items in shared spaces** – Bikes, prams, furniture, and even doormats can block escape routes.
- **Waste disposal matters** – Leaving rubbish in corridors or near entrances is not just inconvenient – it is a fire hazard and a health risk.
- **See something unsafe? Report it.** – Whether it's a broken light, a faulty door, or a blocked exit, your report helps us act faster.

Keeping these areas safe is not just about regulations – it is about creating a well-maintained, welcoming place to live.





## Aaron Services change their name

If you haven't needed to call out a heating engineer this year, then you might not be aware that our heating contractor has changed their name. As of 6th January, Aaron Services became known as

**Sureserve Compliance Central Limited.**



## 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)

## 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 lose wallpapers.
- Development of especially 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 problem with damp or mould, please report it by calling **0115 916 6066**. Alternatively, you can report it through the **'My Tenancy'** portal.

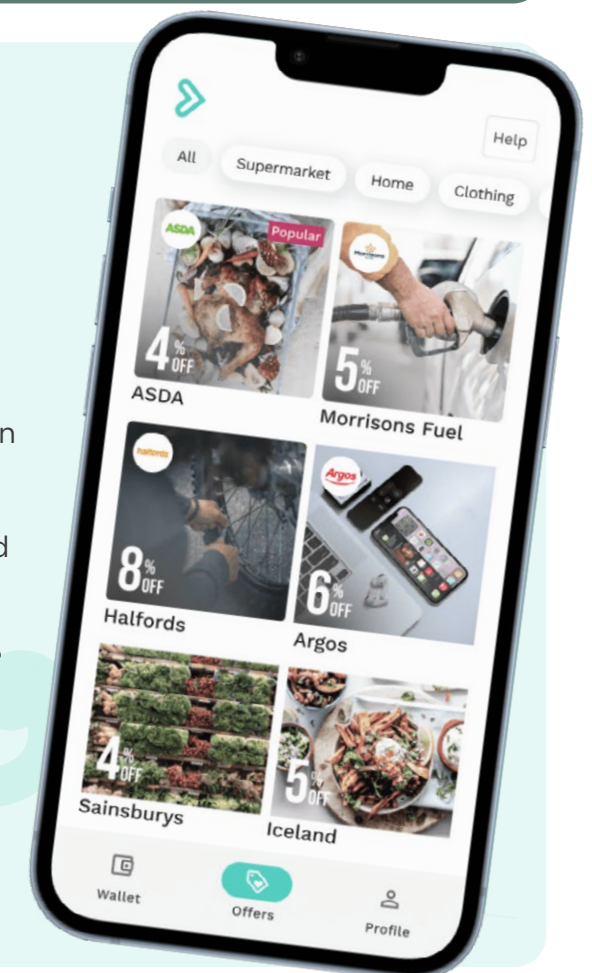
## Save With Housing Perks!

Are you feeling the pinch of the rising costs of living? Then why not download the Housing Perks app and start saving money when you shop with over 100 retailers. You can save when you shop at the likes of **Tesco, Sainsbury's, Amazon, Just Eat, Deliveroo, B&Q, Costa** and **Airbnb**. If you haven't downloaded the app and given it a try..., what are you waiting for?

One user said, 'I do my shop at Tesco and 'scan as I go'. Just before I get to the check out, I get a gift voucher the amount I am going to spend and use it instantly in the store, currently saving 4%. My daughter loves that you save 9% in Primark'

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**.

 **HOUSING PERKS**



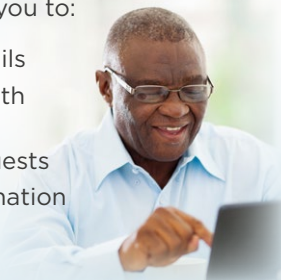
# Register for MyTenancy



Over 230 of you have used MyTenancy in the last year.

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.



SCAN ME

## Dates for Your Diary



Bank holiday  
contact details:

Emergency Repairs:  
**0115 916 6066**

### May

5 Bank Holiday

26 Bank Holiday

### June

15 Father's Day

20 Windrush Day



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

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TuntumHA



tuntumhousingassociation



SCAN ME