



# ENGAGE



SUMMER 2025



## Building a Community Together

.....  
*Exciting new development at Galaxy Row Cinema site in Long Eaton.*  
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**Cover Image:** Left to Right: Cllr James Dawson, Leader of EBC Council, Richard Ledger, Chair of Long Eaton Town deal, Charmaine Simeï, CEO Tuntum Housing, Cllr Harry Atkinson, Mayor of the Borough of Erewash

**Back cover:** Nottingham Carnival – Save The Date!

## Foreword from CEO Charmaine Simeï



Hi All,

I hope by the time you are sitting down to read this we are still experiencing the warm weather and that summer is here to stay for the duration.

This edition of Engage is bumper packed with good news stories and updates - so much so that editing it down has been quite difficult.

In summary we have all been very busy with our day to day business as usual, but also we have been going through the rigorous process of inspection from February to the end of May in the background, and have now gladly received our judgement; which we feel is fair and just and in line with our expectations. A huge thank you to our involved customers who gave up their time to contribute to the process and give their honest feedback. Whilst we have made significant strides forward in developing and improving our service offer to you, we know we still have work to do, and we have plans in place and every intention of continuing to be able to demonstrate our improvements over time.

There is of course no better demonstration that we are listening and learning than your feedback and your involvement; so please read on in this edition to see the changes we have made to date, where we have listened and further opportunities for your voice and experience to be heard.

Happy reading and enjoy the summer - Look out for the details of this year's Carnival on the back page.

Charmaine

## Tenant Census

Help Us Improve  
– Tenant Census Is Now Out!

Our **tenant census** has been sent out to all our residents, so far over 40% of you have completed the form. This is an important initiative for us as it allows us to gather up-to-date information about our tenants. By participating in the census, you are helping us to better **understand your needs and preferences** so that we can provide you with the best possible service.

Whether it's maintenance requests, community events, or general communication, your input will help us to ensure that we are meeting your expectations.

We understand that your time is precious, which is why we have made the census as quick and easy to complete as possible. Your participation will only

take a few minutes of your time, but the impact of your feedback will be long-lasting.

We want to assure you that your **privacy is of the utmost importance to us**. All information provided in the census will be **kept confidential** and will only be used for the purpose of improving our services to you.

If you want to learn more about how we process your data, please click **Privacy Notice** or go to the news article – '**Tenant Census – Coming Soon**' on our website.



## Inspection Results and Feedback

Following completion of a regulatory inspection carried out between February and May 2025 by the Regulator of Social Housing (RSH) as part of its 4 year inspection cycle; Tuntum's regulatory judgement was issued as:

• **Consumer Grade:** C2  
• **Governance Grade:** G1  
• **Financial Viability:** V2

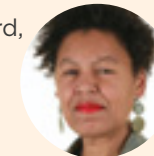
The governance and financial viability gradings for Tuntum were last updated in January 2025 and remain unchanged. This is the first time Tuntum have been assessed under the Consumer standard.

To read the full judgement please click here **Tuntum Housing Association Limited – GOV.UK**

The inspection process itself involves gathering of information and documents from across the business and includes a number of interviews with the Board and the Executive Team, alongside the observation of a Board meeting and an involved customer Scrutiny Panel meeting.

Tuntum's Chair of the Board, **Danielle Oum**, said:

*'The Board at Tuntum welcomes the regulatory judgement achieved in the recent RSH inspection outcome, which reflects the hard work of all Tuntum colleagues. The grading recognises our ongoing commitment to continuous improvement, strengthening governance arrangements, building financial resilience, providing safe, well-maintained homes, and involving residents in influencing the services we provide.'*



Tuntum's CEO, **Charmaine Simeï**, said:

*'Overall, we found the process of inspection invaluable, and it has served to validate our improvement journey to date.'*

*'At the time of our inspection, we were able to demonstrate that we are well on the way to address the areas of improvement that have been identified; and will now continue to work at pace to complete this work'*

*'On a final note, we would like to take this opportunity to pay particular thanks to our involved customers who gave their time to support the inspection process and have been key in helping us to continually improve our service offer.'*

Tuntum will now work with the Regulator on an agreed action plan to secure a C1 grading going forward.



### Notes – Key to Grades

**C2 (Compliant)** There are some weaknesses in the landlord delivering the outcomes of the consumer standards and improvement is needed

### G1 (Compliant)

The provider meets our governance requirements.

### V2 (Compliant)

The provider meets our viability requirements. It has the financial capacity to deal with a reasonable range of adverse scenarios but needs to manage material risks to ensure continued compliance.

## Congratulations

Celebrating Success at  
Our Weekly Job Clubs!

We're thrilled to share some incredibly positive results from our weekly job clubs run by our Outreach Services team! Week after week, we've seen dedication, progress, and real achievement from our participants – and it's time to celebrate just how far they've come.

Thanks to the ongoing support of both Mansfield District Council and County Outreach Services, in the last 3 months several of our clients have taken important steps forward in their learning and career journeys by completing a variety of online courses.

### Here are just a few highlights:

One client has successfully completed the **"Fire Awareness in the Workplace"** course, demonstrating a strong commitment to safety and responsibility in the workplace.

Another client is currently working towards completing the same course.

One enthusiastic client is working through the **"Food Hygiene Level 1"** course and is excited to put their learning into action by helping with food preparation at our monthly luncheons!

Two more clients have already achieved both their **Level 1 and Level 2 Food Hygiene certificates** and are now working towards their Level 3 qualification—a fantastic progression!

And one client proudly completed the **"Control of Substance Hazardous to Health Awareness"** course, gaining valuable knowledge on hazardous substances in the workplace.

We couldn't be prouder of everyone who has taken part. These achievements are not just certifications; they are stepping stones toward greater confidence, employability, and personal growth.

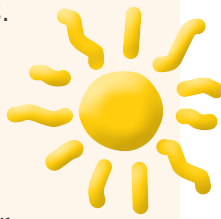
A huge **WELL DONE** to all of our participants for showing such resilience and motivation. Your hard work is inspiring, and we look forward to supporting you as you continue your journey toward your goals and future employment.

# We want to work with you



## Tenant Engagement Update: Making Your Voice Count

Since the last edition of Engage, the Tenant Engagement team has been busy driving forward several key initiatives. Our Scrutiny Panel, **Magnify**, met recently and submitted their *Communication Improvement* report, which has now been reviewed by the Board. We've also launched the **Tenant Census**, received the results from the Tenant Satisfaction Measure survey, and facilitated meetings between Magnify members, the Board, and the Regulator.



You can read about each of these developments in the following pages.

A big thank you goes out to all of our engaged tenants. Your time, insight, and commitment play a crucial role in helping us improve the services we provide.

Interested in getting involved? We'd love to hear from you. Click here or visit our website to learn how you can take part: [Get Involved - Tuntum Housing Association](#)

## Tenant Satisfaction Measure Survey Results

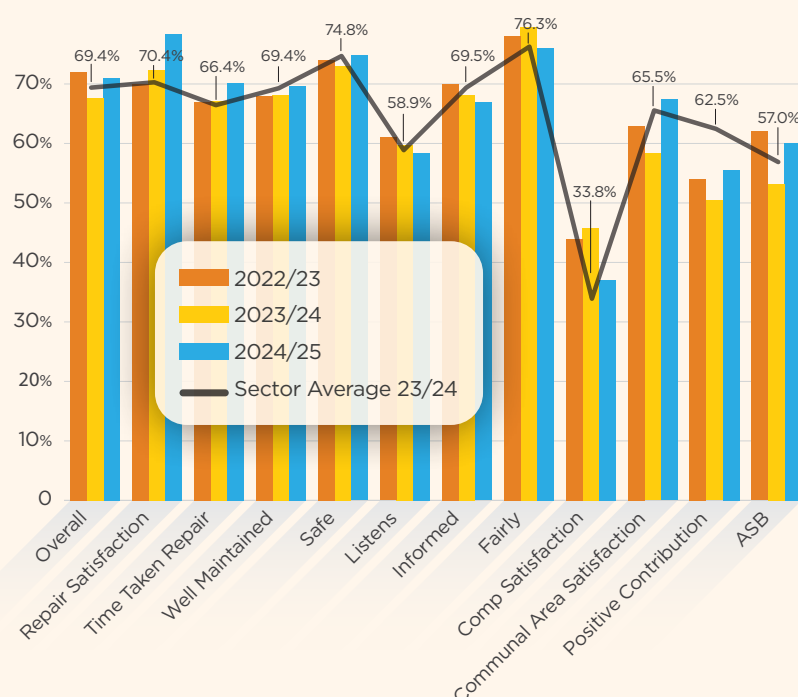
Thank you to all who responded to our survey.

The **Tenant Satisfaction Measures (TSMs)** are a set of performance indicators introduced by the **Regulator of Social Housing (RSH)** in England to ensure that social housing landlords are accountable to their tenants. These measures became a formal requirement from **April 2024**.

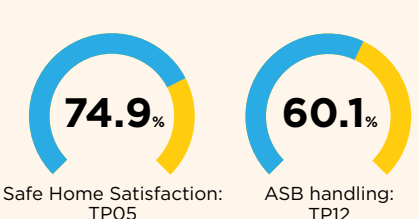
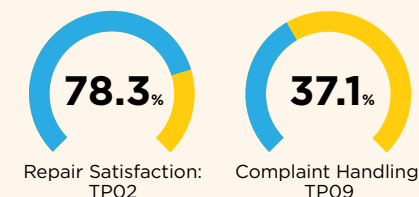
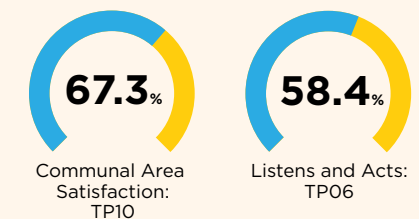
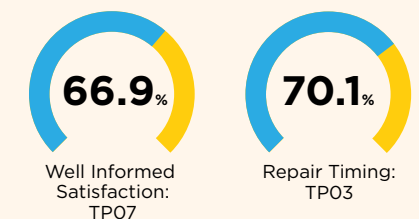
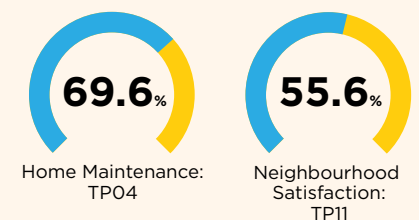
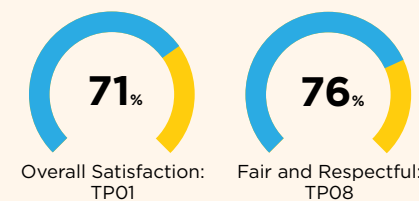
Tuntum have been documenting this survey now for 3 years - Please see our results below charting year on year performance.

Key areas of improvement have been: ASB handling, Repairs satisfaction and Satisfaction with communal areas.

Key areas for Improvement: Enhancing Complaint Handling Processes and Ensuring Customers Feel Heard and Valued.



## Below are the 2024-2025 results



# Magnify, our Scrutiny Panel



The Scrutiny Panel were pleased to present their report on Communications to the Chairs of the Board at a specially convened meeting in June.

Magnify chose to review the subject of Communication in respect to three key customer journeys:

- 1) The repairs process
- 2) The complaints process
- 3) General communication through the website

The management team have welcomed their findings and will now be working towards implementing the recommendations.

You can read the full report here or on our Magnify webpage.

The Board would like to take this opportunity to thank the Scrutiny Panel members for their time and commitment given to delivering such a high quality and informative report which will really deliver improvements for customers.

## Key Policy Updates

The following policies have been reviewed and approved since our last Engage publication and can be accessed by clicking on the below links or via our Policy page on the website. [tuntum.co.uk](https://tuntum.co.uk)



### LIFT SAFETY POLICY

[tuntum.co.uk/documents/8649-2/](https://tuntum.co.uk/documents/8649-2/)

### WATER HYGIENE POLICY

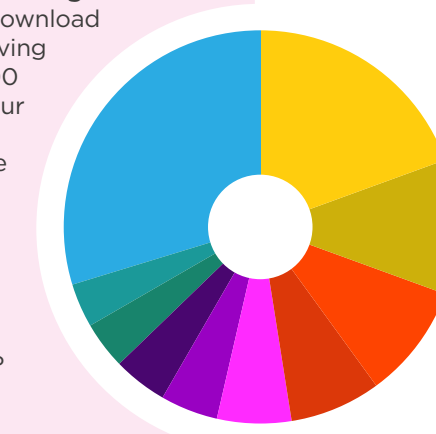
[tuntum.co.uk/documents/water-hygiene-policy-2](https://tuntum.co.uk/documents/water-hygiene-policy-2)

## Save With Housing Perks!

Are you worried about the upcoming school summer holidays and the extra spending that comes with them? Then why not download the Housing Perks app and start saving money when you shop with over 100 retailers. Whether you are doing your weekly shop, keeping up with the latest fashions, buying for the home or treating the family to a day out, a holiday or a nice meal - there is something on Housing Perks to help you save. Why not join the 160 tenants who are using the app and have saved over £1500. Not sure if you shop at the right places? Have a look at the graph showing where the app is being used.

### BRANDS

What are the most popular brands for users?



- Tesco
- ALDI
- Sainsbury's
- ASDA
- Sainsbury's
- Deliveroo
- Marks and Spencer
- Primark
- Morrisons
- Others

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 01159 166066



# 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)

# Improving Our Services – What We Learnt & What We have changed



At Tuntum, we are committed to learning from experience and using your feedback to improve our services. Over recent months, we've made several important changes to the way we deliver repairs, planned maintenance, and customer support. **Here's a summary of the key improvements we've introduced to ensure better quality, clearer communication, and more efficient service:**

## REPAIRS AND MAINTENANCE

We've taken several steps to improve how repairs are managed:

- A new **Standard Operating Procedure (SOP)** for tackling damp, mould, and condensation has been finalised to ensure more consistent, high-quality outcomes.
- Our **Open Repair Orders SOP** helps ensure all repairs are completed promptly, with a clear process in place to follow up on any outstanding work.
- **10% of contractor works** are now post-inspected to monitor and improve quality.
- A new **No Access Policy** is being developed to address contractor access issues and minimise delays.
- We're reviewing how we follow up on repairs internally and making sure communication between teams is clear and effective.
- All **surveyor visits now generate automated reports**, allowing us to track and action any follow-up tasks without delay.



## CUSTOMER COMMUNICATION & ENGAGEMENT

We're improving how we communicate and engage with you:

- **Refresher training** has been delivered to reinforce our complaints handling process and meet our service standards.
- We've reviewed the **arrears notification process** to ensure you hear from us in a timely and respectful way.
- A new **tenant recharge procedure** is in development, to fairly recover costs for repairs that fall under tenant responsibility.
- The **Tenant Handbook** is being reviewed to ensure it remains accurate, helpful, and easy to use.
- **Bin storage facilities** are now assessed as part of handover checks on new developments to ensure they're suitable.
- Results from **estate inspections** are now being used to update our internal systems and ensure action is taken swiftly.
- With a **new gardening contractor** appointed, estate inspections have resumed and are helping us maintain communal areas more effectively.



## PLANNED MAINTENANCE & ASSET PLANNING

We're planning more effectively by:

- Completing a **data reconciliation exercise** to identify tenants due for new kitchens or bathrooms. We've already contacted these tenants ahead of surveyor visits.
- Ensuring property records are up to date with **specialist equipment details** so planned works can be carried out properly and safely.



**We are pleased with the progress we've made to date, but we know there's always more to do. Thank you for your ongoing feedback and support as we continue to improve the services you rely on.**

# Celebrating Windrush Day

## Windrush and Football: Past, Present & Possibilities

The "Past, Present and Possibilities" event at Nottingham Forest's City Ground, on 21 June 2025, held ahead of Windrush Day, powerfully reflected on the legacy of pioneering Black footballers and the ongoing fight for equity in football and society. Barrington Billings, our Director of Operations, was honoured to represent Tuntum on the day and meet speakers including Viv Anderson (the first Black player to represent England at full international level), Patrick Vernon (Convenor of the Windrush 100 Network), and Reverend Clive Foster (the government newly

appointed Windrush Commissioner). The day highlighted both progress and persistent inequalities, especially in coaching and leadership roles, and celebrated football's role in social change, acknowledged past racism, and urged further action, particularly against online abuse. The event concluded with a hopeful look ahead, emphasising football's potential to unite communities and shape an inclusive future.



## Pioneers of Progress – Champions of Tomorrow

Tuntum Housing Association was proud to be a sponsor and support the Windrush Day festival at Binks Yard, Nottingham on Sunday 22 June 2025. The theme of the day was "Pioneers of Progress – Champions of Tomorrow," and offered a vibrant and heartfelt tribute to the Windrush Generation. The Civic Ceremony welcomed key dignitaries including Reverend Canon Christian Weaver CBE

and Reverend Clive Foster MBE. The event offered live music, food stalls, a civic service, and a multicultural gospel session, all free and family friendly. It successfully honoured the Windrush Generation's contributions, encouraged intergenerational engagement, and promoted social justice awareness.





# Tuntum Community Updates

## SUMMER IS HERE!

**On Friday 27 June, staff, along with our students, organised a BBQ for the supported housing residents at Karibu, which was a great success!**

Grilled food, music, the sounds of laughter and good conversation were the highlight of the afternoon, especially with Pauline's yummy chicken!

Residents and ex-residents came from most of the schemes, including the shared houses and it turned out to be a meaningful event that brought residents together with a deeper sense of community.

Staff members, too, benefited from the relaxed setting. It gave them a chance to engage with residents outside the formal structure of their daily duties and was also a great experience, listening to residents speak proudly about their culture and joining in dancing to their traditional music.

The highlight of the afternoon was the prize draw for the Tombola!! There were some fantastic presents, large food hampers, unisex toiletry hampers and lots more. Residents were excited and

thrilled as the numbers for the draw were called by Barrington Billings our Director of Operations and Delores Vassell our Head of Supported Housing and Outreach Services.

The emotional toll of being in Supported Housing is immense. Events like these, while seemingly small, play a big role in improving mental health and wellbeing of residents. Being outside,

surrounded by supportive peers, enjoying food, music, and laughing together can provide a much-needed sense of normality and joy.

The success of the BBQ was more than just a fun day — it created spaces for joy, unity, and mutual respect and is not just beneficial — it's essential.

Going forward, regular community events like this can continue to build bridges, uplift spirits, and create a stronger, more resilient community for both residents and staff.



## SAVING ENERGY

**As part of our drive to be greener and more energy efficient we have recently installed external insulation to our Imaani home on Beech Avenue.**

The insulation was installed by YES Energy Solutions and funded in part by the Warm Homes Fund. The works included removing the render down to the brick, installing the insulation and then re-rendering the house.

**BEFORE**



**AFTER**

## NEW DEVELOPMENT

**Tuntum are pleased to announce that as part of our ongoing commitment to build affordable homes, revitalise local areas and support mixed sustainable communities that we have entered a new partnership with Erewash Borough Council and MyPad Group to redevelop the former Galaxy Row cinema in Long Eaton, Nottinghamshire.**



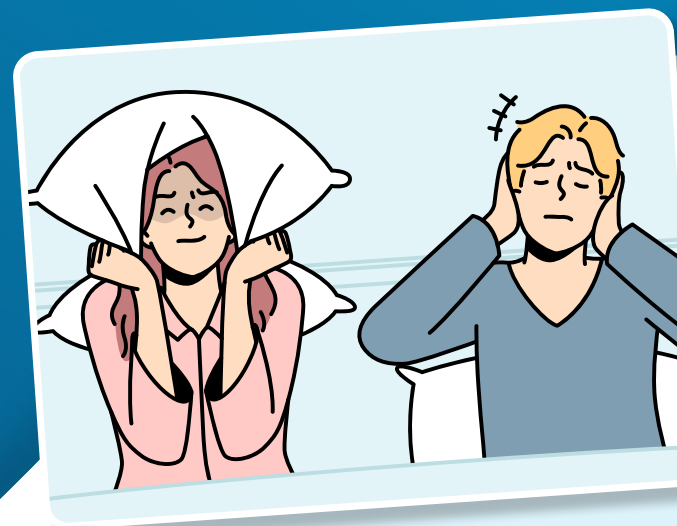
*An artists' impression of the completed development – courtesy of Erewash Borough.*

This exciting regeneration project will transform the long derelict site into a vibrant mix of 16 high-quality flats for social rent and 4 family homes for shared ownership.

# Working together to create a safer community for all

## A LOOK INTO HOW TUNTUM DEALS WITH ANTI-SOCIAL BEHAVIOUR

This case study offers a deep dive into a customer journey in Anti-Social Behaviour (ASB) services. We hope that this case study shows how we endeavour to work with you and multi-agency partners to get the best outcome for all parties.



### Empowering the Customer:

An action plan was collaboratively developed with Customer A and her partner in June 2024. They expressed a desire for a formal meeting with Customer B with Tuntum present, to try and resolve the situation. This showed Customer A's willingness to engage in a resolution process.

**Setting Expectations:** Customer A was promptly issued an acknowledgement letter, which provided her with the ASB case reference. This ensured that Customer A felt heard and provided a transparent pathway for future communication.

**Building Trust:** The Housing Officer committed to regular contact (every 10 days) with both Customer A and Customer B to monitor this high-risk situation.

**An investigation** was undertaken, looking at all the evidence including video supplied by both Customers. A multi-agency group was established, including Nottingham City Council community protection officer, the police, victim care officer and Tuntum's housing officer. Actions were agreed on and a mediation programme was set up, one party later declined to attend.

**The police** did their own investigation and concluded that there was insufficient evidence for a criminal case. Final mediation was offered but declined. It was at this stage that both Customers were advised on the Home Swappers Scheme, providing an option for mutual exchange to resolve the situation. In May one of the Customers completed a mutual exchange.



**The Trigger:** A sole tenant who has lived with her partner and four young children since February 2019, found herself in a distressing situation. Her journey with ASB began in June 2024, when a serious incident of ASB forced her to seek our help.

### Our Proactive Intervention:

Upon receiving the complaint, our housing officer immediately initiated Tuntum's ASB reporting protocols. Customer A provided a full and detailed statement that captured both the current incident and the historical context.

**Assessing Vulnerability:** Crucially, a risk assessment was completed on the same day, identifying Customer A's vulnerability. The high-risk vulnerability score immediately highlighted the need for swift, robust, and intensive case management.

**This case study allows us to see that when early intervention, robust risk assessments, inter-agency collaboration, and clear and consistent communication and processes are managed by well trained staff; ASB cases can be successfully resolved with all parties happy with the outcome.**



Make sure you register for our tenants' portal:

# MyTenancy Online!

MyTenancy portal provides you with control over your personal information via a secure online portal that is available 24/7. You will be able to:

- ✓ View rent account detail
- ✓ Place repair requests
- ✓ View repair history
- ✓ Update personal information

**Online Security**  
You can now view your data at any time with the assurance of maximum online security.

**Self-Service Portal**  
MyTenancy provides you with control over your account security, including:

- ✓ Self-registration and email validation
- ✓ Forgotten password re-set
- ✓ Manual password re-set

In addition, you will be able to manage your personal information with MyTenancy's self-service features.

**Rent Payments and Reporting Repairs**  
MyTenancy also includes features designed to promote digital independence, including:

**"Make a Payment"**, a link to Allpay allowing you to pay your rent and help reduce your overall arrears levels. Please note it may take 1 working day for your payment to show within the portal.

You can also use the **"Request a repair"** option to report any maintenance issues along with supporting photos.

Since launching the MyTenancy portal we've had great feedback from the residents who have registered to use it. They find it easy to use and more convenient.

If you have a smart phone then hover the camera over the QR code below (or use a QR code scanning app) to go to the MyTenancy page and register now.



SCAN ME



To REGISTER  
go to our website:  
**www.tuntum.co.uk**  
and click on 'MYTENANCY'

## Tuntum's SMS Text Messaging Service

This service:

- provides with 24/7 self-service capabilities via SMS text messaging
- allow you to enquire about your rent balance 24/7/365
- automatically sends you repair appointment reminders

All we ask is you ensure Tuntum has your latest contact details plus that you save the following number to your phones **07458 029 413** and call it **"Tuntum Messenger"**

And to use the service simply text one of the commands below:

Text **RENTS** followed by a short message and one of the **housing officers will contact you**

Text **BAL** and you will get your latest **account balance**

Text **REPAIR** followed by a short message to **report a repair**

Text **CARD** if you want to **request a new payment card**

Text **DD** if you would like to **setup a new Direct Debit**

## 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 markings on the walls.
- Damp and loose 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.

## 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**



# Nottingham Carnival – Save The Date!

This year's Nottingham Carnival is taking place on Sunday 17 August 2025 at the Victoria Embankment, Nottingham.



**Tuntum will be supporting the event** and we look forward to seeing many of you there to celebrate the rich diversity of our communities.

More information about the carnival can be found here and also via our Community Projects webpage.

**VICTORIA EMBANKMENT, NG2 2D4 17 AUG 25 1-8PM**

**NOTTINGHAM  
CARNIVAL  
2025**

**FULL LINEUP OF  
ARTISTS &  
PERFORMERS TO  
BE ANNOUNCED  
ON SOCIAL  
MEDIA**

**£5** Super Early  
Bird Tickets on  
Sale  
NOW



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

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TuntumHA



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SCAN ME