

ENGAGE

AUTUMN/WINTER 2025



Official opening our of new scheme in Stapleford

New Homes, New Beginnings in Stapleford!
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Foreword from CEO

Charmaine Simeï



Hello everyone,

As the colder months settle in, I do hope you're keeping warm and well! I'm really pleased to welcome you to our Autumn/Winter edition of Engage – we've had a busy and exciting few months and there's so much to share with you!

Our Customer Annual Report is now live on our website, and it showcases how we've been working hard to improve services, keep homes safe, and listen more closely to your feedback.

We have recently also held our Annual General Meeting (AGM), where we said thank you and goodbye to some long-serving Board members and welcomed new faces, who will no doubt bring fresh ideas and energy – hear all about them in this edition.

One of the highlights of the AGM this year was welcoming the Windrush Commissioner, Reverend Clive Foster, as a guest speaker. It was a proud moment that reminded us of the importance of community, history, and belonging.

The Board and the leadership team have also been out and about on a stock tour during September, visiting homes and hearing directly from residents about their experiences – thank you to everyone who took part.

As a key community-based housing provider, we are very pleased to provide updates on our new developments in Stapleford and Long Eaton, helping us to provide more homes and build stronger communities.

Finally, please do take the time to read our advice and information sections which are aimed at helping you to get the maximum enjoyment from your home and community, whether that be providing us with feedback, communicating with us using a range of methods, saving money or dealing with damp and mould.

Whether you are a tenant, customer, resident or leaseholder, I hope you enjoy reading this edition and let us know if there are articles or information you would like us to include in future editions; we're always listening.

Charmaine

Christmas Opening Hours

Please note that our Head Office will be closed from 1pm on 24 December until Monday 5 January 2026. Staff will be working remotely and available on 0115 916 6066 at the times stated below:

Thursday 25 Dec	Closed – Bank Holiday
Friday 26 Dec	Closed – Bank Holiday
Monday 29 Dec	Open – 9am-5pm
Tuesday 30 Dec	Open – 9am-5pm
Wednesday 31 Dec	Open – 9am-4pm
Thursday 1 Jan	Closed – Bank Holiday
Friday 2 Jan	Open – 9am-4pm

Our out-of-hours emergency repairs number is 0115 916 6066



Customer Annual Report 2024-25

We are pleased to announce that we have recently published our Customer Annual Report 2024-25. The report is entitled **Our Focus on Making a Difference**. The full report takes you through our achievements and challenges of the last financial year.

Headline results for 2024-25 – Tenant Satisfaction Measures (TSM)

Building Safety



99.2% 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

25.2 Number of anti-social behaviour cases, opened per 1,000 homes.

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

Decent Homes Standard and Repairs

0.6% Proportion of homes that do not meet the Decent Homes Standard.

88.7% Proportion of non-emergency responsive repairs completed within the landlord's target timescale.

82.7% Proportion of emergency responsive repairs completed within the landlord's target timescale.

Complaints

66.1 Number of stage one complaints received per 1,000 homes.

10 Number of stage two complaints received per 1,000 homes.

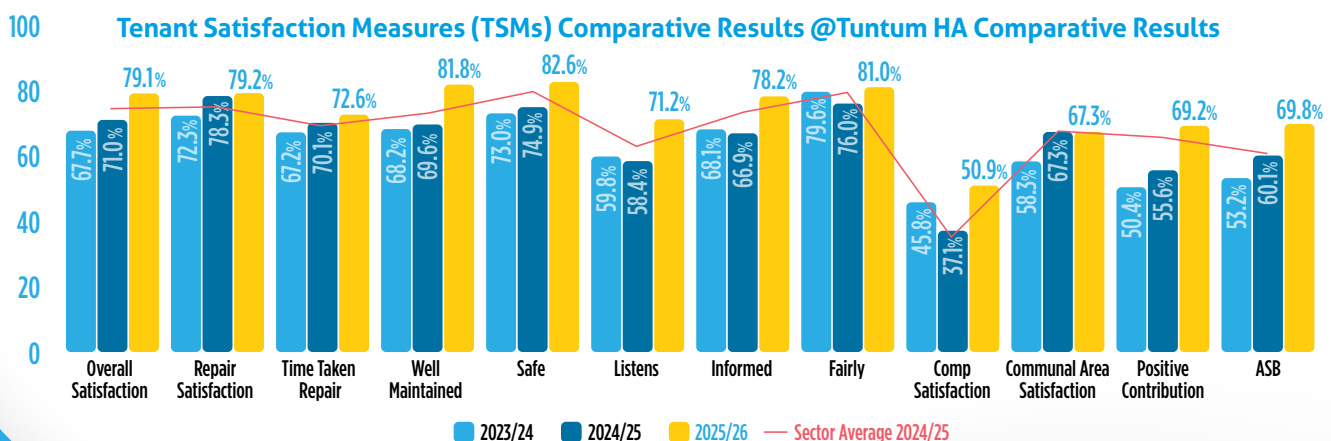
97% Proportion of stage one complaints responded to within the Housing Ombudsman's Complaint Handling Code timescales.

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

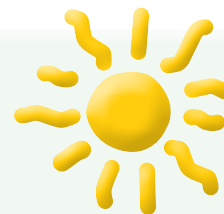


Satisfaction- Continuous Improvement

To ensure that we are able to respond to feedback more effectively we are now undertaking our TSM perception surveys more frequently throughout the year. As we track our results for 2025-26 it looks as though our approach is starting to show improvements with our half year results shown below (October 2025).



Tuntum's Annual General Meeting 2025



Tuntum's Annual General Meeting (AGM) was held on 26 September, and is a key event where shareholders are invited to discuss and vote on key resolutions that shape our future.

This year's AGM saw Janet Glass, Chris Jones, Kwabena Osayande, and Ayyaz Ahmed retire as Board members. Danielle Oum, Chair of the Board, thanked them for their service and contributions.

Danielle also welcomed 5 new Board members into position, and we are delighted to introduce them to you:

Lisa Fairlie: Lisa brings to Tuntum extensive experience of working within the housing sector for over 3 decades, currently as Director of Housing Operations for one of the largest social landlords in the Midlands. Lisa is fully conversant with all aspects of housing regulation (Consumer Standards, Tenant Satisfaction Measures, and Building Safety). Lisa has good local insight, living in the Nottinghamshire area and having worked across the region for most of her career.

Jenny Brown: Jenny brings to Tuntum over 20 years' experience working as an Auditor for Grant Thornton, and more notably as Head of Social Housing and Chief Operating Officer of the not-for-profit group. She has been a non-executive for several different organisations, including Arhag Housing and the Longhurst Group, which has given her the ability to broaden her skills and knowledge. Jenny is a qualified coach and supports people with their career development, addressing challenges such as personal presence and confidence building.

Tabu Chanda: Tabu brings to Tuntum over 25 years' experience working within commercial construction and strategic development for a FTSE 250 company, with a proven track record of driving positive and sustainable business transformation across a diverse range of geographies, markets, and industries. He has also worked closely with executive committees and boards on several projects worldwide. Tabu believes his background in commercial construction and strategic development gives him the insight to recognise the pressing challenges faced by housing providers today.

Winston Weir: Winston joined us as a full Board Member in September 2025, after being a co-optee on the Audit & Risk Committee. Winston brings to Tuntum his expertise as an accountant and his considerable non-executive director experience in public and not-for-profit sectors, having chaired and served on several committees. Winston is also a Trustee of a church run charity that provides funds to support homeless children in Zimbabwe.

Emrys Green: Emrys will be joining Tuntum as a Co-Optee to the Board. Emrys brings his expertise in digital technologies, as well as having been on Boards of various organisations, including National Association of Youth Theatres, the Institute of Leadership and the Meynell Church Trust. His professional expertise is in community engagement often working with young people across the life skills, engagement and creative initiatives agendas. Emrys has lived in the Nottingham area since 2013.



PICTURED

Front (left to right): **Lisa Fairlie, Charmaine Sime, Barrington Billings**
Middle: **Jenny Brown**
Back (left to right): **Tabu Chanda, Winston Weir, Emrys Green**

Leading the Conversation: Influence in Action

In this edition of *Engage*, we're delighted to share a few key updates and highlights from our recent work and influence across the housing sector.

We're proud to share that **Barrington Billings**, our Director of Operations, has been appointed as **Chair of BME National**.

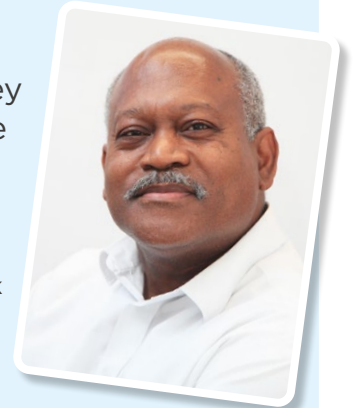
BME National is a network of more than 45 housing associations. The network showcases the vital role BME housing associations play in building thriving, inclusive communities, while promoting equality and diversity in the delivery of housing and support services.

Reflecting on his appointment, Barrington said:

"I am looking forward to the role during what is an increasingly challenging time for the housing sector – and even more so for the BME sector."

Charmaine Simeï, our CEO, joined a panel of housing leaders and experts to discuss how the housing system needs to evolve to meet the rising challenge of homelessness.

Hosted by St Mungo's Patron, Phil Spencer, the event brought together philanthropists, business leaders, and sector experts for a vital conversation on the challenges and opportunities presented by one of society's most pressing challenges.



We were honoured to welcome **Reverend Clive Foster**, Windrush Commissioner, as our guest speaker at our AGM. Reverend Foster drew a powerful parallel between Tuntum's journey and that of the Windrush Generation, stating that *"the Tuntum story is the Windrush story."* recognising the Association's significant contribution to supporting Nottingham's communities over the past three and a half decades. Reverend Foster went on to discuss his role in supporting and advocating for the victims of the Windrush scandal.

If you or a relative have been affected by the **Windrush Scandal**, please visit the www.gov.uk/apply-windrush-compensation-scheme for further information.



Shaping services together: Resident Scrutiny at Tuntum

In partnership with **TPAS** (Tenant Participation Advisory Service), the tenant engagement experts, we're launching a new round of scrutiny training designed to strengthen and support **Magnify which is our Resident Scrutiny Panel**. This training will help equip panel members with the skills and confidence to take on a wider range of projects — from policy consultations and focus groups to in-depth service reviews.

Our goal is to develop a strong, knowledgeable core group of residents who can contribute meaningfully to shaping our services, policies, and practices. Their insight is invaluable in helping us ensure our services truly reflect the needs and priorities of our communities. If you are interested in joining either our Scrutiny panel or exploring different ways in which you can get involved at a time and pace that suits your lifestyle, we'd love to hear from you – please contact Leroy by emailing him at customerservice@tuntum.co.uk

What is Resident scrutiny? Resident scrutiny in social housing refers to the process by which tenants and residents are actively involved in examining, evaluating, and influencing the services provided by their housing association or landlord, to secure improvements and better value for money.



Spotlight on Domestic Abuse

The holiday period is a time when domestic abuse can increase. If you are suffering from domestic abuse or concerned about someone, please reach out to someone you trust that you can talk to.

If you or someone else is in immediate danger, please call the police on **999**, if you are unable to talk **press 55** to indicate it is an emergency. You will be transferred to the police – leave the line open so they can assess the situation and send the correct help.

HELPLINES:



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



– support male victims of domestic abuse. Call freephone **0808 801 0327** Monday – Friday 10am – 5pm.



– a **free mobile app** and website for anyone experiencing domestic abuse or worried about someone else.



Development Update

New Homes, New Beginnings in Stapleford!

We're thrilled to celebrate the official opening of our newest affordable housing development in Stapleford — 24 high-quality homes built on a regenerated brownfield site once owned by Ford.



This is our **first development in Broxtowe Borough**, and a major milestone for Tuntum Housing Association. With EPC Band A ratings for all 9 houses, solar panels, and efficient boilers, we're setting a new standard for sustainable living.

Barrington Billings, our Director of Operations, led the official ceremony, and was joined by Mayor Robert Bullock, residents, and partners, as we marked the occasion with ribbon-cutting, flowers, and a warm welcome to our first resident, Miss Progress Zima. Barrington advised that, as a local resident himself, he was 'thrilled to see this development come to fruition'.

Vice Chair Nick Murphy shared:

"Transforming this former Ford site into a vibrant new community is a powerful symbol of regeneration and renewal."

Charmaine Simej, CEO, said that a huge thanks must go to our partners — MyPad Group, NCHA, Pelham, and our funders, including Homes England, for helping bring this £5.26m vision to life.

Jo Hill, Assistant Director for Development and Sales at Pelham, commented:

"We're delighted to have worked alongside Tuntum Housing Association and our partners to bring this high-quality, sustainable development to life in Stapleford. It's fantastic to see residents already settling in and making these homes their own."

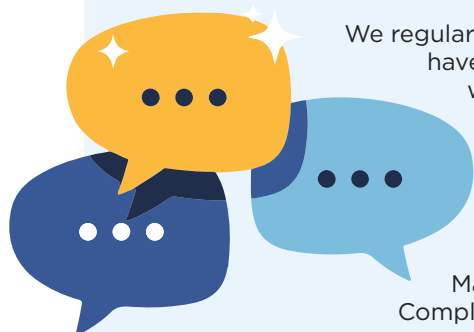
Galaxy Row, Long Eaton - in our Summer 2025 edition of Engage, we shared with you the news of a new development in Long Eaton and we are now happy to bring you news of how the development is progressing. Contractors started the demolition of the old cinema in May and completed it in August, and as part of our ethos to become greener, we asked the contractor to salvage as many bricks as they could for reuse.



You can read more about the development on the **Long Eaton Town Deal** webpage

Your experience matters: Complaints and learning

We recognise that in order 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. We 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

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 own 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

You can make a complaint in the following ways:

- Visit our website: www.tuntum.co.uk/contact/complaints
- Call our Customer Services on **0115 916 6066**
- Email us at: 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

Building Brighter Futures

Tuntum is proud to play a part in the lives of those who are shaping the future. For the past 15 years, Pauline Anderson, one of Tuntum's most experienced supported housing Accommodation Officers has been the onsite supervisor for more than 35 social work students on placement throughout our hostels.

We sat down to talk with Pauline and watched her face light up with enthusiasm and pride as she shared some of her experiences of working with the students:

'These students come from various universities throughout the country, and each student has brought fresh energy, perspective, and a hunger to learn. Supervising these up-and-coming professionals has not only shaped their understanding of frontline practice, but has brought immense value to our service, our residents, and to me personally.'

Students' placement is for a duration of three to four months. During this time, they complete all the tasks that the staff team does, such as interviews, move-ins, person-centred support plans, key working, accessing training courses, registering residents with doctors and dentists, and all the other tasks needed for the effective and efficient running of the supported housing service. Students are an asset to our staff team and work on a one-to-one basis with residents who they are allocated to support. During their placements students build good working relationships, which are greatly appreciated, by both residents and the team.

Students often arrive with passion and ideas. They bring fresh ideas to the working environment and enrich our routines, helping us remain reflective and open-minded.

It is extremely rewarding to know that we played a part in the student's journey and that we have supported them to become fully qualified social workers.

I have enjoyed every experience I have had with all the students I've worked with and hope they feel the same.'



Pauline Anderson, Accommodation officer and Zara Hussain, Social Work Student

Delores Vassel,

Head of Supported Housing and Outreach Services, said:

'We are extremely proud of the contribution Pauline, her colleagues and our service users have made in providing support and guidance to up and coming social work students. It's not an easy profession to walk into, but we hope we have played a small role in feeding their appetite to do something good'

Save With Housing Perks!

With Christmas on the horizon, we are conscious that the festive season can be a financial struggle for some.

Are you keen to save some money? Then why not join the 230 people who have downloaded the Housing Perks app and are already saving money when they shop. You can save when you shop at the likes of Tesco, Sainsbury's, Amazon, Just Eat, Deliveroo, B&Q, Costa, Airbnb – over 100 retailers. 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 for 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, or call us on 0115 916 6066.



TUNTUM COMMUNITY HIGHLIGHTS

On August 17th, Tuntum Housing Association proudly participated in the Nottingham Carnival, celebrating its 26th year as a key supporter of this vibrant community event. The event was organised by Richard Renwick MBE, former Chief Executive at Tuntum Housing Association and a Director of the newly established Nottingham Carnival Community Interest Company.

NOTTINGHAM CARNIVAL 2025



The Carnival transformed Victoria Embankment, The Meadows (NG2 2JY) into a celebration of Caribbean culture and community, with over 400 parade participants filling the streets with vibrant colour, dancing, and live music.

The day began with an official ribbon-cutting by Danielle Oum (Chair of the Board, Tuntum Housing Association), Revd Clive Foster (Windrush Commissioner) and Gary Godden (Police and Crime Commissioner for Nottinghamshire). What followed was a joyful parade, an array of food stalls serving Caribbean favourites, DJ sets, live performances, a buzzing funfair and a packed Kids' Tent.

The Lord Mayor of Nottingham, Cllr Patience Ifediora joined the event, which was delivered by the Nottingham Carnival Community Interest Company, led by Richard Renwick MBE, with invaluable support from contractors, stallholders and a dedicated team of volunteers from Tuntum Housing Association.



Danielle Oum, Chair of the Board at Tuntum Housing Association, added:
"We're proud of our volunteers who helped welcome visitors, keep the parade moving, and create a safe, joyful atmosphere for families across the city."

"Carnival is about community, culture, and connection," said Richard Renwick MBE, Director of Nottingham Carnival CIC.
"Today Nottingham showed all three in abundance."

The Board Go Walkabout

Ahead of our Annual General Meeting, our senior management team had the pleasure of taking board members on a tour of some of Tuntum's properties across Nottingham. The visit showcased a mix of long-standing homes and exciting new developments that reflect our commitment to quality, community, and innovation.

Lyn Gilzean – A well-established independent living scheme in St Ann's, offering comfort and support for older residents.

Des Wilson Mews & Tony Robinson Close – Opened in 2023, this £4.7 million development honours two trailblazing Black city councillors from the Windrush Generation. Located off Woodborough Road, it includes 17 houses and 11 flats, providing affordable homes for individuals and families.

Outcrop Road & Tarporley Court, Stapleford – Our newest development, completed in June 2025, is our first to achieve an impressive **EPC Band A rating** for energy efficiency. This £5.26 million scheme includes 24 affordable homes.

Our Chair, Danielle Oum, said of the tour

"Seeing the breadth of Tuntum's housing was a powerful reminder of how far we've come. These homes tell the story of our commitment to quality, community, and cultural legacy. It was inspiring to witness the impact of our work and the pride our residents take in their neighbourhoods."



Macmillan Coffee Morning 2025

The kind residents of Churchfield Terrace organised a coffee morning and invited staff and residents to fundraise for this year's national Macmillan Coffee Morning which was held on Friday 26 September.

A good number of raffle prizes were on offer alongside some tea, biscuits, and especially good rum cake!

Laverne Dubois, the Scheme Manager stated: *'I'm very proud of the community at Churchfield terrace. It's lovely to see them come together for events like this to raise funds and awareness for those in need. We raised over £150.'*



Black Achievers Awards 2025

Tuntum was once again proud sponsor of the Cultural, Music and Arts Award category at the Black Achievers Awards in Nottingham, held on Saturday 25 October.

Our CEO said that it was a *'hugely inspiring event and a wonderful opportunity to recognise and elevate talent within the BME community during Black History month. The category was indeed very competitive, but a huge congratulations must go to Saziso Phiri, whose work and influence has resonated both locally and internationally.'*

Saziso was instrumental in the development of the New Art Exchange in Nottingham.



From left to right: CEO, **Charmaine Simei**, High Sherriff of Nottinghamshire **Ed Attenborough** and Head of Supported Housing (Tuntum), **Delores Vassell**.



Saziso Phiri, AWARD WINNER

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.

COMMUNAL SPACES: Shared Spaces, Shared Responsibility

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

- **Do not leave personal** – 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.



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 on **0115 916 6066**.



Making Communication Easier

MyTenancy Online!

If you haven't registered to use the portal, we would encourage you to – below are some reasons why our tenants are using it:

It is a secure 24/7 online portal that gives you access to:

- ✓ Viewing your rent account
- ✓ View and keep track of your repairs
- ✓ Paying your rent
- ✓ Easily place repair requests
- ✓ Update personal information

The 'MyTenancy' portal includes a feature designed to promote digital independence, including the 'Make a Payment' link to AllPay, allowing you to pay your rent online. This can help to reduce any rent arrears as you can make extra payments to your account without coming to the office. Please note that it may take 1 working day for the payment to show in the portal.

Requesting a repair is easy, and you can upload supporting photos which will help ensure the right person comes to your home.

Registering to the portal is easy:

Go to our website: www.tuntum.co.uk, click on 'My Tenancy' and then 'Create Account.' You will need the email that you have registered with us. If you have forgotten or would like to change the email address, please contact us at: admin@tuntum.co.uk or call 0115 916 6066. Once your account is created, you'll be able to manage all your information safely.

To **REGISTER**
go to our website:

www.tuntum.co.uk

and click on '**MYTENANCY**'



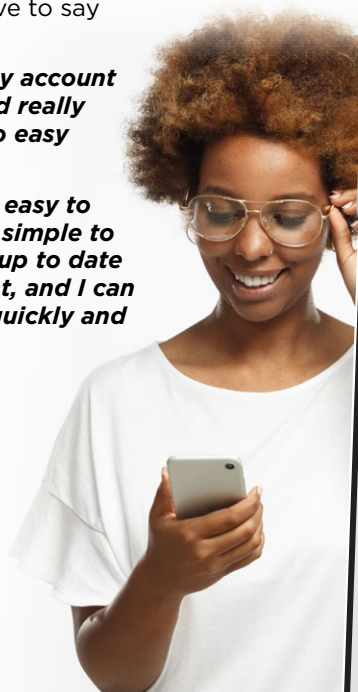
SCAN ME

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

Here's what some of the MyTenancy users have to say about the portal:

'I find the MyTenancy account so simple to use, and really benefits us, as it's so easy to use.'

'MyTenancy is really easy to sign up to, and very simple to use. It lets me keep up to date with my rent account, and I can also report repairs quickly and efficiently.'



Tuntum's SMS Text Messaging Service

This service:

- Provides you 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

Please ensure that Tuntum has your latest contact details. Save the following number to your phone as **Tuntum messenger** to gain easy access to this excellent service'

07458 029 413

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, such as windows or walls, causing moisture to form.

You may recognise the following signs:

- Water droplets on cold surfaces such as glass, paint, etc.
- Water marks 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.

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



Christmas opening hours

Please note that our Head office will close at 1pm on **Wednesday 24 December** and reopen on **Monday 5 January**. Staff will be working remotely and will be available on **0115 916 6066** at the times stated below.



Thursday 25 Dec *Closed – Bank Holiday*

Friday 26 Dec *Closed – Bank Holiday*

Monday 29 Dec

Open – 9am-5pm

Tuesday 30 Dec

Open – 9am-5pm

Wednesday 31 Dec

Open – 9am-4pm

Thursday 1 Jan *Closed – Bank Holiday*

Friday 2 Jan

Open – 9am-4pm

Out of hours number:
0115 916 6066



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

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