

ENGAGE

SPRING 2026



At the Heart of Community: Our Director of Operations Meets the Commissioners

.....
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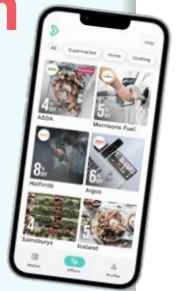


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Save Money Every Week with Housing Perks



Over **230 Tuntum tenants** are already using Housing Perks - saving **over £1,000 in the last month alone.**

Housing Perks is a **free app** designed to help with the cost of living, giving you access to **exclusive discounts** at over 100 national retailers - deals not available to the general public.

What you can save on

→ **GROCERIES**

(Tesco, Aldi, Asda, Morrisons & more)

→ **CLOTHING**

→ **SCHOOL ESSENTIALS**

Tenants typically save **£6-£12 per week**, with discounts from **4%-18%** - savings that quickly add up over the year.

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



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**

Update from the former Galaxy Row site in Long Eaton

Tuntum are delighted to be working in partnership with Erewash Borough Council to transform this long derelict site back into use. Construction work has started with the steel structures being put in place.

The site is being developed into new homes and commercial units as part of the Government funded Long Eaton Town Deal.



Funded by
UK Government



Photo from **Erewash**
Borough Council



Foreword from our CEO Charmaine Simei

Spring has Sprung!

As we welcome the start of spring, I'm reminded of how this season encourages fresh beginnings, renewed energy, and the chance to grow.

It feels like the perfect moment then, to reflect on the work we've been doing at Tuntum and to share how your feedback has shaped this latest edition of *Engage*.

Over the past few months, we've listened carefully to what you've told us about the newsletter—what you enjoy, what you'd like more of, and where we can do better. Your message was clear: you want a publication that feels relevant, informative and rooted in the everyday experiences of our customers and communities. We've worked hard to make sure this spring edition does exactly that.

Inside, you'll find information on our work within the community, how your voice has helped us to improve our service offer and a raft of other updates that are designed to help you feel more connected and informed; starting with the launch of our gardening competition; Tuntum in Bloom! I'm really looking forward to seeing your colourful entries.

On a final note, this is *your* newsletter, and we want it to continue growing in the right direction. If you have ideas, topics, or stories you'd like to see in future issues, please do get in touch—we'd love to hear from you.



Send an email to admin@tuntum.co.uk – title your email 'idea's for Engage'

Tuntum in Bloom



Let's Grow Together – ENTER TUNTUM'S GARDENING COMPETITION

This summer, we are inviting all Tuntum residents to take part in our brand-new gardening competition, celebrating the creativity, pride and green fingered talent across our communities. Whether you have a colourful front garden, a peaceful back garden, a balcony full of blooms, or even a single, much-loved plant on your windowsill, we want to see it!

The competition aims to highlight the beautiful spaces—big or small—that you've nurtured. With a range of categories, great giveaways, and the chance to be featured in *Engage*, it's the perfect time to show off your growing space and inspire others to get involved.



Competition CATEGORIES

- 1. Best Front Garden.** For residents who brighten up the street with flowers, colours, or creativity.
- 2. Best Back Garden.** Small or large judged on creativity, layout, planting, and use of space.
- 3. Best Container/Balcony Garden/Indoor.** Perfect for residents with limited outdoor space.
- 4. Best Community Garden.** For our residents who live in our older person schemes and or supported housing schemes who take pleasure and pride in their communal gardens.

Judging Panel

The judging panel will include a small number of green fingered Tuntum staff, alongside Green Care Solutions.



Gardens mean different things to different people and so our judging criteria will be quite open and will consider the following:

- Creativity
- Visual impact
- Environmental impact
- Use of space
- Story behind the garden

HOW TO ENTER

RESIDENTS SUBMIT:

- ★ 1-3 photos of their garden/planting
- ★ A short description (approx. 50-100 words)
- ★ Their name, address (or block), and category

SUBMISSION OPTIONS:

- Email: admin@tuntum.co.uk
- Closing date: **Sunday 12 July 2026**
- Winning entries contacted: **July/August**
- Winners announced: ... **Autumn/Winter issue**

Judging Criteria



PRIZES 🎁

£50 Garden Center vouchers

Feature in Engage magazine with photos

Customer Service Special: Our VIP Customer Service Promise

At Tuntum, we want every interaction to feel respectful, clear and genuinely helpful.

Our VIP (Values in Practice) Customer Service Promise reflects how our values guide how we work and the service standards you can count on from us. Whilst there will always be times when things go wrong, we remain focussed on learning, improving and putting things right as soon as possible.

Our service is guided by OUR VALUES:

We are Trustworthy

We do what we say we will do.

We will:

- 👍 Give clear, accurate and honest information
- 👍 Take ownership of your enquiry and see it through
- 👍 Keep our promises and agreed timescales

We are Understanding

We listen and treat you with dignity and respect.

We will:

- 👍 Listen empathetically to understand your situation
- 👍 Tailor our support to your individual needs
- 👍 Provide inclusive and accessible services, including interpreting where needed

We are Nimble

We act quickly and focus on solutions.

We will:

- 👍 Respond promptly to enquiries
- 👍 Aim to resolve issues first time
- 👍 Escalate problems quickly if needed

Our Customer Service Standards

Our VIP values guide how we deliver our service every day, our Customer service standards outline what you can expect whether you contact us by phone, in writing or meet us in person.



**When you
CALL US**

We will:

- Answer promptly and professionally
- Clearly explain transfers or callbacks
- Return callbacks within **48 hours**



**When we
VISIT YOUR HOME**

We will:

- Keep agreed appointments
- Show identification and treat your home with respect
- Record what was discussed and agreed



**When you
VISIT OUR OFFICES**

We will:

- Provide a welcoming and accessible environment
- Aim to keep waiting times under **5 minutes**
- Explain any delays where appointments have been made and offer privacy where needed



**When you
CONTACT US IN
WRITING**

We will:

- Acknowledge your message within **48 hours**
- Respond within **5 working days**
- Tell you who is handling your enquiry and give timescales if more time is needed



We are Transparent

We communicate clearly and honestly.

We will:

- 👍 Use plain language and set realistic expectations
- 👍 Keep you updated, even if we're still working on it
- 👍 Explain delays and what will happen next

We are Unifying

We work together to deliver a seamless service.

We will:

- 👍 Work across teams so you're not passed around
- 👍 Share information appropriately to avoid repetition
- 👍 Focus on achieving the best outcome for you

We are Motivated

We care about getting it right.

We will:

- 👍 Take pride in delivering excellent service
- 👍 Look for ways to improve your experience
- 👍 Welcome and act on feedback to learn and improve

Compliments, Feedback and Complaints

We welcome your feedback and make it easy to share compliments or raise concerns.

We will:

- Acknowledge complaints quickly and respond within **10 working days**
- Explain if more time is needed
- Share lessons learned so you can see how your feedback helps us improve

What We Ask from You

To help us provide the best service, we ask that you:

- Treat staff with respect
- Provide accurate information
- Keep appointments or let us know if you cannot attend

Our Commitment to Respect

We provide a safe and respectful environment for customers and staff.

We do not tolerate violence, abuse or discriminatory behaviour and may restrict services or take further action where necessary.



We want to work with you



At Tuntum, we believe residents are at the heart of shaping our services, communities and future direction. No one understands your home, neighbourhood, or the issues impacting daily life better than you do – and your voice is crucial in helping us make improvements.

We have recently reviewed our involvement menu, and we will be introducing new digital drop-in sessions that make it even easier to

participate from home. No previous experience is needed—just a willingness to share your thoughts.

There are many flexible and accessible ways to get involved, depending on your interests and the time you have available:

- **Tenant Panels:** Join discussions about services, policies and improvements.
- **Surveys & Feedback:** Share quick, regular views directly influencing decision-making.
- **Community Events & Workshops:** Meet staff, ask questions and participate in themed activities.
- **Scrutiny Groups:** Take a deeper look at our performance and hold us accountable.

What You'll Gain

The chance to influence services you rely on



New skills, confidence and experience



Stronger community connections



If you'd like to know more or get involved, contact us at customerservice@tuntum.co.uk or call **0115 916 6066**.

Building Brighter Futures through Supported Housing Services

In this edition we want to give a special shout out to the work that goes on day in day out across our supported housing services.

Building Confidence Through Conversation

During March, we visited, one of our supported housing schemes and had the pleasure of joining an English Language Conversation session designed for residents who are learning English as a second language.

The session was led by one of our accommodation officers, who's warm and encouraging approach immediately set the tone.

What stood out most was the atmosphere: supportive, relaxed, and full of good humour. Importantly, these sessions help people feel more connected and integrated into local society, giving them the tools to navigate everyday life with growing independence and confidence.



Supporting Health and Wellbeing

Health and wellbeing have been a major focus over the Autumn and Winter months, with two dedicated workshops held across our hostels. Around 25 residents took part, receiving access to health checks, wellbeing conversations, and specialist guidance in a relaxed and comfortable environment.

We were also pleased to welcome partners from Thriving Nottingham, who provided additional motivation by offering free three month gym passes to attendees.



SPOTLIGHT ON NOTTINGHAM: Friends and Bredrins (FAB) Prostate Cancer Support Group



Tuntum is proud to shine a light on inspirational local groups making a real difference in our communities. This edition, we're featuring the Friends and Bredrins (FAB) Prostate Cancer Support Group, a Nottingham-based charity dedicated to raising awareness, supporting men and families, and promoting early diagnosis of prostate cancer.

FAB is a passionate **voluntary charity**, that has recently been honoured with a **King's Award** for volunteering, they work to make sure no one faces prostate cancer alone. Their mission is to:

- ✓ Raise prostate cancer awareness
- ✓ Support men and families affected
- ✓ Advocate for members
- ✓ Improve understanding of health, wellbeing, and early diagnosis
- ✓ Build trust and participation in clinical research
- ✓ Promote equality in health outcomes
- ✓ Signpost to further care and resources

Their work is rooted in community, conversation, and encouragement — giving people the confidence to seek help early.

KNOW THE SIGNS – Early Detection Saves Lives

The group works hard to improve knowledge of symptoms and risks. Common signs may include:

- Difficulty starting or passing urine
- A weak flow or dribbling
- Frequent or urgent need to pee
- Pain when urinating or ejaculating
- Blood in urine or semen (less common)
- Persistent pain in the lower back, hips, or pelvis

It's important to remember these symptoms **do not always mean cancer** — they can be due to benign prostate enlargement or infection. But FAB's message is simple: **if in doubt, get checked out.**

Free NHS Prostate Cancer Test

FAB encourages men to speak to their GP about a **PSA blood test**, which is not automatically included in a standard check-up – you must request it.

When to request a free PSA test:

- **Black African/Caribbean men:** from age **45**, or earlier with symptoms or family history
- **Men of other ethnicities:** from age **50**, or earlier if at higher risk

JOIN FAB IN NOTTINGHAM

The group meets **EVERY SECOND WEDNESDAY OF THE MONTH**, 6pm–8pm, at: **GMB Union Nottingham**, 542 Woodborough Road, Nottingham, NG3 5FJ

Anyone is welcome — whether you're concerned about symptoms, supporting a loved one, or simply want to learn more.

Contact FAB: fabprostatecancer@hotmail.com
www.fabcancer.com 07817 522100/07961 866096

At the Heart of Community: Our Director of Operations Meets the Commissioners Community Voices, Global Connections

Barrington Billings, Director of Operations at Tuntum Housing, recently attended a community conversation with the British High Commissioner to Jamaica, Alicia Herbert OBE and hosted by the Windrush Commissioner Clive Foster MBE.

The event created space for open discussion, with the High Commissioner sharing insights into her role and the role of the British High Commission in Jamaica, while listening to experiences from the Jamaican diaspora across the Midlands. Conversations explored culture, opportunity, the next generation, the relief efforts being made following the impact of hurricane Mellissa and the ongoing importance of trust and fairness for the Windrush generation.

Drawing on both his operational role at Tuntum and his national leadership through BME National, Barrington attended to listen and reflect on how organisations can better support inclusive, thriving communities.

Barrington said: *“Listening to communities and learning from lived experience is essential to building a fairer future for everyone. The evening showed the power of listening, shared understanding and working together to build stronger relationships for generations to come and Tuntum Housing pleased to continue playing its part in supporting these important conversations”*

Your Voice Counts

Tenant Satisfaction Measures 2025/26

Every year, all social housing landlords are required to carry out the Tenant Satisfaction Measures (TSM) perception survey. This national survey helps us understand how you feel about the services we provide, and it forms a key part of the Regulator of Social Housing’s performance framework introduced in 2023.

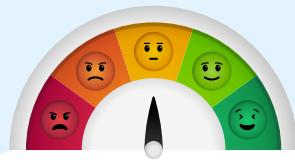
We’ve now been gathering this data for three years, and your feedback is central to the improvement plans we create each year.

We’re pleased to share that **10 out of the 12 tenant satisfaction measures for 2025/26 have improved.**

Positive Changes You Helped Us Make

In 2024/25 you told us we needed to improve how we communicate with you and how we handle complaints. In response, we made a number of changes including instead of running the survey once a year, we now run it more frequently so that we can hear from you sooner and address issues more quickly. Other improvements include:

- Updating our customer records so that we understand the needs of your household better and can provide you with a more tailored customer service.
- Investing in a new communications platform that enables us to provide you with up to date, timely and relevant information about estate walkabouts, repairs and maintenance works, work on communal areas, ASB concerns in your area.
- Refreshing internal procedures to ensure that departments communicate more effectively when processing repair requests.



Our results show a 7% increase in overall satisfaction and 11% jump in satisfaction ratings for ‘Feeling listened to and being ‘kept informed’

Areas requiring further work

While many results show real progress, you also highlighted areas where we need to do more.

Repairs

Overall satisfaction with repairs fell by 4% compared with last year. We know this is an area that matters deeply to you, and we’re reviewing the data closely to understand what particular areas require improvement.

It is however positive to note that other property-related measures—such as **time taken to complete a repair, homes being well-maintained, and feeling safe**—have all improved.

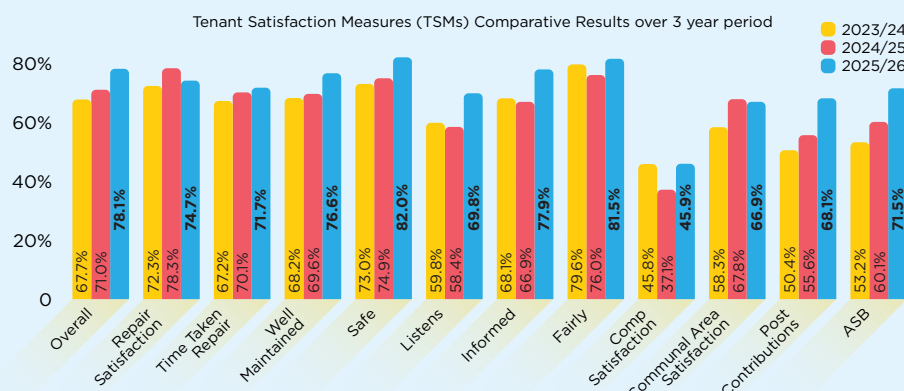
Communal Areas

We also saw a small drop in satisfaction with communal areas. To help us address this, we will be inviting a group of tenants to work with us through a scrutiny project to look at what’s not working and how we can improve the service.

Complaint Handling

Whilst we are pleased to see that we have seen a jump in our complaint handling satisfaction rating, we are looking to pull together a tenant complaint handling group that will meet twice a year to look at how we could improve our complaint handling responses – See page 6 for further details.

Thank You for Making Your Voice Heard



Key Policy Updates – SPRING 2026



We've updated several core policies to strengthen how we manage tenancies, support residents, and protect your homes. Thank you to all those residents that responded to the consultation on these policies.

Please access the full policies on our website tuntum.co.uk/about/policies

COLLECTION & ARREARS POLICY

- Our revised policy reinforces a **prevention first approach** to managing rent and service charge arrears.

NOTICE OF SEEKING POSSESSION POLICY

- This policy has been strengthened to ensure that **eviction remains a last resort**, used only after all reasonable support options have been explored.

ABANDONMENT POLICY

- Our updated Abandonment Policy ensures that properties are managed responsibly while safeguarding residents' rights.

STAFF SPOTLIGHT: Riding for a Great Cause

On **Sunday 29 March 2026**, Tracey Morton, a longstanding member of our finance team, donned her leathers to take part in the **45th annual Nottinghamshire Fire and Rescue Service Easter Egg Run**.

Each year, hundreds of motorcyclists join the event to deliver Easter eggs and donations to disadvantaged children and children with special needs across Nottinghamshire.



About the Easter Egg Run

The Nottinghamshire Motorcycle Easter Egg Run's mission is simple but powerful: **to create a fun, safe community event that brings joy to children who may otherwise go without.**

The ride finishes at Mansfield Fire Station, where donations (usually around **2,500 Easter eggs**) are collected by Fire Service personnel and volunteers. These are then distributed over the following two days.

Sure Start Centre staff play a crucial role in ensuring eggs reach children quickly and safely, helping spread joy across the community.

Tuntum staff made sure that Tracey was laden with plenty of eggs to add to the donations. A huge thank you to Tracey for riding for such a great cause!



How we Live Our Values in Practice: *What We Learned at the Tuntum Staff Briefing Workshop*

In March, colleagues from across **Tuntum** came together for our Full Staff Briefing — a day dedicated to listening, reflecting, and shaping the future of how *Tuntum* continues to improve the customer experience. Through a series of interactive workshops, staff shared honest insights about what we do well, reviewing customer feedback on where we can improve, and understanding how our values can guide every interaction we have with customers and with one another.



Working together to create a safe community for all

Safely Charging E-Bike and E-Scooter

Here are some useful tips for reducing the fire risk while charging these items:

- Follow the manufacturer's instructions when charging and always unplug your charger when it's finished charging.
- Charge batteries whilst you are awake and alert. So, if a fire should occur you can respond quickly.
- Always use the manufacturer approved charger for the product.
- If you need a new charger, buy an official replacement charger from a reputable seller.
- Do not cover chargers or battery packs.
- Do not overcharge your battery – check the manufacturer's instructions for charge times.
- Do not overload socket outlets or use inappropriate extension leads.
- Avoid storing or charging e-bikes and e-scooters on escape routes or in communal areas.

Remember to buy e-bikes, e-scooters, and chargers/batteries from reputable retailers.

For further information and advice please follow this link [gov.uk/buysafe](https://www.gov.uk/buysafe)



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

Condensation in Spring

In spring, condensation can be a common issue due to the combination of warmer air and lingering ground moisture. This can lead to dampness and potential damage to your property.

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.
- Reduce heating periods, as heating your home consistently can prevent warm air from rapidly cooling, reducing the chance of condensation forming on surfaces.



If you have a problem with damp or mould, please report it by calling **0115 916 6066**. Alternatively, you can report it through the **'MyTenancy'** 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

F G T A D P O L E P X C D I J
 W G H A T C H P I M K H G C Q
 S E V A E L V L H S H I N R H
 Z H M A Y E U A N U T C I O J
 M A R C H T B Y J N R K R C O
 E B M S P R O U T S I G P U H
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 L D L I D A F F O D I T N R L
 B W T S M O S S O L B F V P F
 L A D Y B U G O W O B N I A R

Spring is here

- | | | |
|-----------|---------|-----------|
| APRIL | EASTER | PUDDLE |
| BEE | EGG | RAINBOOTS |
| BIRTH | FLOWERS | RAINBOW |
| BLOOM | HATCH | ROBIN |
| BLOSSOMS | LADYBUG | SPRING |
| BUTTERFLY | LAMB | SPROUT |
| CHICK | LEAVES | SUNSHINE |
| CROCUS | MARCH | TADPOLE |
| DAFFODIL | MAY | TULIP |
| DUCKLINGS | PLAY | |

Making Communication Easier

Register for MyTenancy

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.

To REGISTER
go to our website:

www.tuntum.co.uk

and click on **'MYTENANCY'**

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.



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:

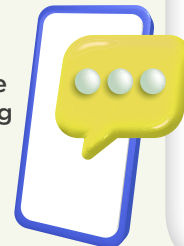
'I find the MyTenancy account so simple to use, and really benefits us, as it's so easy to use.'

'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**



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

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TuntumHA



[tuntumhousingassociation](https://www.instagram.com/tuntumhousingassociation)



SCAN ME