



ENGAGE



SUMMER 2026



One Happy Customer One Happy Team

A Heartfelt Thank You from a Grateful Customer

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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.

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**

Stay Cool and Well During the Heatwaves

The East Midlands has already experienced very hot weather this summer, and **heat-health alerts can be issued when temperatures may affect people's health**.

A few simple steps can help you keep yourself, your home and your neighbours safer when temperatures rise.

Keep your home cooler

- Close curtains or blinds in rooms that face the sun during the day.
- Keep windows closed while it is hotter outside than inside, then open them later in the evening or overnight if it is safe to do so.
- Turn off lights, chargers, TVs and other electrical items you are not using, as they can add extra heat.
- Use cooler rooms where possible, especially for sleeping.

Look after yourself

- Drink water regularly, even if you do not feel thirsty. Try to limit alcohol and too much caffeine.
- Avoid the sun between 11am and 3pm where possible. If you need to go out, stay in the shade, wear loose light-coloured clothing, a hat and sunscreen.
- Plan shopping, appointments, dog walking or exercise for early morning or evening when it is cooler.

- Cool your skin with a damp cloth, cool shower, spray bottle or wrapped cold pack on your neck or under your arms.

Check in on others

Please check on neighbours, friends and family members who may need extra support, especially anyone who lives alone, has a health condition, is pregnant, has young children, or may find it difficult to keep their home cool.

Know the warning signs

Heat exhaustion can include tiredness, dizziness, headache, feeling sick, heavy sweating, cramps, feeling very thirsty or becoming irritable. Move to a cool place, remove unnecessary clothing, drink water and cool the skin. If someone does not feel better after 30 minutes, seek medical advice from NHS 111. Call 999 if someone is confused, has a seizure, loses consciousness, has very hot skin, fast breathing or a fast heartbeat.

Remember: Small actions can make a big difference. Keep cool, drink water, look out for others and ask for help early if you feel unwell.

Foreword from CEO

Charmaine Simeï

Dear Residents,

As we welcome the warmth of summer, I would like to take this opportunity to extend my heartfelt greetings to you and your families. Whether you are enjoying time in your garden, spending time with loved ones, or simply making the most of the longer days, I hope this season brings you happiness, good health, and opportunities to connect with your community.

We hope you manage to find a cool quiet spot at some point over the coming weeks to have a good read through this bumper edition of Engage, which we think is filled with lots of information you will find both useful and entertaining.

If I could pull out one story it's to highlight that Delores Vassell, our longest-serving member of staff, was awarded a Lifetime achievement award following her 35th anniversary at the organisation. Delores is currently our Head of Supported Housing but over the last 3 and a half decades has occupied many different roles. This well-deserved award recognises her outstanding contribution and many years of dedicated service. Delores has touched the lives of countless residents and colleagues throughout her career, and her commitment exemplifies the very best of our organisation. On behalf of everyone, congratulations Delores on reaching this tremendous milestone.

Finally, please find on pages 4 and 5 our performance summary for the Year ending 2025-26.

Whilst there is still plenty of work for us to do, we are pleased to report significant improvements in key areas, and we hope we are demonstrating that we are continually listening, learning and striving to improve our service offer to you.

On behalf of everyone at the organisation, I wish you a safe, healthy, and enjoyable summer.

Warm regards,

Charmaine



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.
- **Policies & Consultations:** Share quick, regular views directly influencing decision-making.
- **Resident Forums – Older Person Schemes & Supported Housing:** Meet staff, ask questions and participate in themed activities.

- **Scrutiny Projects:** Take a deeper look at our performance and hold us accountable.
- **Focus Groups (topic based):** get involved on helping us decide on things that matter to you.
- **Complaints Improvement Group:** Influence how we handle and respond to our complaints.

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.

Listening, Learning and Improving



Following feedback arising from our inspection by the Regulator of Social Housing in June 2025, we have spent the last 12 months working hard to improve the services you receive, strengthen the safety of your homes and make sure your voice is at the heart of everything we do.

We are delighted to report that thanks to the ongoing feedback and involvement of our customers, not only have we now completed all improvement actions arising from the inspection process but we have a much stronger understanding of customer needs and preferences. Importantly, many of the changes made over the last 12 months are already making a real difference to customers' everyday experiences.

Delivering Positive Change

Over the last year we have listened more, acted faster and turned customer feedback into meaningful improvements.

Customer satisfaction has increased by **8%** in just **12 months**. More customers than ever before are helping to shape our services, with engagement levels reaching **91%** through consultations, forums and feedback activities.

We have also improved our understanding of customer needs by updating 50% of customer records during the year. Better data helps us provide more personalised, responsive and inclusive services while ensuring every customer voice is heard.

Keeping your home safe remains our highest priority. We have significantly increased the number of up-to-date stock condition surveys and achieved top-quartile performance for repairs and maintenance timescales.

Customers have recognised improvements in the way we handle complaints and anti-social behaviour cases, with Tuntum achieving top-quartile satisfaction scores in both areas.

Behind the scenes, we have strengthened our governance, improved systems and embedded new ways of working.

Completing every action within our regulatory improvement programme means we are now better equipped to deliver excellent services both today and in the future.

Perhaps our biggest achievement has been creating a culture where customer feedback drives improvement. Every comment, compliment and complaint helps us understand what matters most to

customers and where we need to do better. By listening more actively and responding more quickly, we have strengthened trust, improved services and created a culture of continuous improvement.

Looking Ahead

The lessons of the past year have shown us that listening to customers, making decisions based on good-quality data and maintaining transparency are essential to delivering excellent services.

As we move through 2026/27, we will continue investing in our homes and strengthening customer involvement.

Thank you to all our customers for your continued feedback and involvement.

Together, we are building brighter futures—creating better homes, stronger communities and better services for everyone who calls Tuntum home.





Building Brighter Futures Together

Customer Satisfaction

		2025/26	2024/25	2023/24
TP01	Overall	78.1%	71.0%	67.7%
TP02b	Repair Satisfaction	74.7%	78.3%	72.3%
TP03	Time Taken Repair	71.7%	70.1%	67.2%
TP04	Well Maintained	76.6%	69.6%	68.2%
TP05	Safe	82.0%	74.9%	73.0%
TP06	Listens	69.8%	58.4%	59.8%
TP07	Informed	77.9%	66.9%	68.1%
TP08	Fairly	81.5%	76.0%	79.6%
TP09b	Complaint Satisfaction	45.9%	37.1%	45.8%
TP10b	Communal Area Satisfaction	66.9%	67.8%	58.3%
TP11	Positive Contribution	68.1%	55.6%	50.4%
TP12	ASB	71.5%	60.1%	53.2%

Each Tenant Satisfaction Measure (TSM) has its own reference number (TP)

Anti Social Behaviour and Complaints 2025-26



Number of anti-social behaviour cases opened per 1000 homes **20.5**

Number of anti-social behaviour cases that involve hate incidents opened per 1000 homes **1.2**

Number of stage 1 complaints received per 1000 homes **72.1**

Number of stage 2 complaints received per 1000 homes **18.3**

Number of stage 1 complaints responded to within the Housing Ombudsman's Complaint Handling code time scale **97.3%**

Number of stage 2 complaints responded to within the Housing Ombudsman's Complaint Handling code time scale **100%**

Building Safety 2025-26



Homes that do not meet decent homes standard **0.4%**



99.1%
Gas safety checks



100%
Fire safety checks



92.2%
Repairs completed within target timescale non-emergency



100%
Asbestos safety checks



100%
Water safety checks



98.7%
Repairs completed within target timescale Emergency-24hrs



100%
Lift safety checks

A Day in the Life of a Housing Officer

8:30am - Planning the Day Ahead

When asked what a typical day looks like, Claire Gibson, Housing Officer at Tuntum, smiles and says there really isn't one. Every day brings new challenges, priorities and opportunities to support residents, making the role both varied and rewarding.

A day might begin with a carefully planned schedule of estate inspections, tenancy visits and resident meetings, but plans can quickly change if an urgent safeguarding concern, anti-social behaviour case or resident emergency arises. Flexibility is an essential part of the role, as no two days are ever the same.

9:00am - Out on the Estates

Claire spends time carrying out estate inspections and property visits, checking the condition of homes and communal areas, and speaking with residents about any concerns they may have. She also carries out occupancy checks and works closely with residents to help them sustain their tenancies and access the support they need.

11:00am - Managing Cases and Partnerships

Much of the role involves managing complex cases. Claire regularly works alongside partner organisations, including the Police, Social Services, healthcare professionals and local authorities, to safeguard vulnerable residents and resolve challenging situations. Cases involving domestic abuse, safeguarding concerns or serious tenancy issues require sensitivity, professionalism and a coordinated multi-agency approach.

12:30pm - Supporting Residents Through Challenges

Anti-social behaviour (ASB) is another important area of responsibility. Claire investigates reports, gathers evidence and works with residents to find solutions wherever possible. In the most serious cases, legal action may be required, including court proceedings or injunctions, although these are always considered a last

resort. The focus is always on supporting residents and finding positive outcomes wherever possible.

"Every day is different,"
says Claire.

"You can start the morning with a plan, but helping residents will always come first. That's what makes the role so interesting and rewarding."



2:00pm - Administrative Work and Case Preparation

Behind every visit or conversation is a significant amount of administration. Investigation and case management form an important part of the role, with Housing Officers preparing reports and reviewing evidence to seek legal advice and attending partnership meetings. Housing Officers balance a wide range of responsibilities every day.

4:00pm - Making a Difference

For Claire, one of the most rewarding aspects of the role is seeing progress and making a difference in people's lives. Whether helping someone maintain their tenancy, supporting a vulnerable resident through a difficult situation, or contributing to safer and stronger communities, Housing Officers play a vital role in helping residents thrive.

Why it Matters

"Every day brings something different, but at the heart of the role is helping people feel safe, secure and supported in their homes. Knowing you've made a positive difference to someone's life makes it all worthwhile."

Claire Gibson, Housing Officer

Thank you, Claire, for giving us a glimpse into your day.



New Compensation Policy –

We are pleased to introduce our new Compensation Policy, which sets out a clear, fair and transparent approach to recognising and responding to service failures when things do not go as planned. The policy explains when compensation may be considered, how decisions are made, and our commitment to putting things right, learning from mistakes and improving services for residents. It also aligns with the Housing Ombudsman's guidance to ensure consistent and proportionate outcomes.



To read the full policy, please click the link [Compensation Policy - Tuntum Housing Association](#)

Great British Summer Savings

Rising prices can make life's little treats harder to afford, especially during the school holidays when costs build up for families. The new Government Scheme is determined to help, and that is why last month the Chancellor announced the Great British Summer Savings scheme.

From 25 June to 1 September 2026, the Government is temporarily cutting VAT from 20% to 5% on children's meals in restaurants, children and family tickets to cinemas, theatres, concerts and exhibitions, and admission to a wide range of attractions. Combined with free bus travel during August for children aged 5 to 15 in England, families and young people will be able to enjoy experiences that make summer special, including visits to the kinds of cultural and educational attractions that enrich children's lives outside the classroom.

As part of their campaign, they have launched an attraction finder website which allows families to type in their postcode and find participating venues near them to make the most of summer savings.

To use the attraction finder, please visit summersavings.gov.uk.

Celebrating Our Story, Our Strength and Our Future

Tuntum colleagues came together at the Nottingham Contemporary for our Annual Staff Conference on 7th July – a special day dedicated to reflecting on our journey, celebrating our achievements and looking ahead to the future.

The event was filled with inspiration, creativity and recognition. We were honoured to welcome Merleta Bryan MBE, High Sheriff of Nottinghamshire, for a thought-provoking Q&A session. Merleta shared her remarkable personal journey and experiences in community leadership, offering valuable insights and inspiration to colleagues.

One of the many highlights was hearing from Tuntum Customers. Colleagues were moved to hear a number of customer stories that shared with us the positive impact that had been made in peoples lives.

A standout moment of the day was the creation of a live commemorative artwork by local artist

Kim Thompson. As the conference unfolded, Kim captured the energy, spirit and values of Tuntum in a beautiful piece that will serve as a lasting reminder of the occasion.

The conference also provided an opportunity to celebrate our



Values Champions – colleagues who consistently demonstrate Tuntum's values and make a positive difference across the organisation. We were particularly proud to present **Delores Vassell** (pictured here with Merleta) with a Lifetime Achievement Award, recognising her outstanding dedication and contribution over an incredible 35 years of service to Tuntum.

With sunshine, laughter, reflection and plenty of opportunities to connect, the day was a wonderful celebration of our people and our shared purpose.



New Customer Involvement Panel Meets Regulator

Tuntum Housing Association recently welcomed members of its new Customer Involvement Panel to Head Office, alongside representatives from the Regulator of Social Housing.

The meeting introduced the panel's new role and discussed priorities within Tuntum's Customer Engagement Strategy, including customer voice, inclusion, transparency and accountability. Panel members shared ideas on how engagement can be strengthened and how residents can have a greater influence on decision-making.

The panel also reviewed Tenant Satisfaction Measures (TSMs), Tuntum's "You Said, We Did" feedback approach, and plans for future service improvement reviews.

The meeting concluded with updates on the recruitment of a new Chair, the development of Tuntum's Corporate Strategy 2027-2030, and future editions of the Engage newsletter. The presence

of the Regulator of Social Housing highlighted the importance of meaningful customer involvement and reinforced Tuntum's commitment to listening to residents and working in partnership with them to shape services for the future.

Tuntum would like to thank all panel members for their valuable contributions and looks forward to seeing the positive impact their involvement will have across the organisation.



A Heartfelt Thank You from a Grateful Customer

Sometimes, the greatest recognition of the work we do comes directly from the people we support. Last month, colleagues were delighted to welcome **Miss Sandra Latty** to the office. As a gesture of appreciation, Miss Latty kindly brought in homemade lamb curry and cake to thank staff for the support and service she has received.

Miss Latty wanted to personally express her gratitude to the teams who have helped her, taking the time to visit the office and share her thanks in a thoughtful and memorable way.

The generous gesture was warmly received by colleagues, who greatly appreciated both the delicious treats and the kind words behind them.

Moments like this remind us of the positive difference that our work can make in the lives of our customers. Whether it's providing advice, resolving an issue, offering support during a difficult time, or simply being there to help, every interaction has the potential to make a lasting impact.



While our teams work hard every day to deliver great services, it's always rewarding to hear directly from customers about the difference that support has made to them. Feedback like this helps reinforce the importance of the work carried out across Tuntum and highlights the dedication and commitment shown by colleagues every day.

A big thank you to **Sandra** for her kindness and generosity. Her visit brought a smile to everyone's faces and served as a wonderful reminder of why we do what we do.



Do You Need Extra Support to Leave Your Building in an Emergency?

Your safety is important to us. We want to make sure that every resident has the right support in place to leave their home safely if an emergency occurs.

Some residents may find it more difficult to evacuate quickly and independently. This could be due to:

- Reduced mobility or physical disabilities
- Sight or hearing impairments
- Learning disabilities
- Physical or mental health conditions
- Any other circumstance that may make leaving the building more challenging during an emergency.

What is a Residential Personal Emergency Evacuation Plan (RPEEP)?

A Residential Personal Emergency Evacuation Plan (RPEEP) is a personalised plan that helps identify the support you may need to evacuate safely in the event of a fire or other emergency.

RPEEPs are typically intended for residents living in high-rise blocks who may need additional support. However, if you believe you would have difficulty evacuating safely from any building in an emergency, please contact us to discuss your circumstances.

Unsure If This Applies to You?

If you think you may need additional support, or you're not sure whether an RPEEP would be suitable for you, please get in touch. We are happy to discuss your circumstances and help determine whether a plan would be beneficial. Email: admin@tuntum.co.uk Telephone: 0115 916 6066.



The plan helps us understand:

- Any support you may need during an emergency
- The safest way for you to leave the building
- Information that emergency services may need if they attend the property.

How Does It Help?

By putting a plan in place, we can better understand your individual needs and ensure relevant information is available to help emergency responders support you effectively if required.

Creating an RPEEP will not affect your tenancy in any way. With your consent, relevant information may be shared with the local Fire and Rescue Service to help them prepare for and respond to emergencies safely.

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

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

Protect What Matters – Why Home Contents Insurance Is Important

Accidents can happen when we least expect them. A leak, flood, fire or other incident in your home could cause damage to your furniture, carpets, clothing, electrical items and other personal belongings. While Tuntum is responsible for maintaining and repairing your home, personal possessions are not covered by the Association if they are damaged because of these types of incidents.

This is why having home contents insurance is so important. Contents insurance can help cover the cost of repairing or replacing your belongings if they are damaged, lost or stolen, giving you peace of mind and helping to avoid unexpected expenses.

If you believe a Tuntum representative has caused damage to your belongings while carrying out work in your home, please report it to us as soon as possible, take photographs of the damage, and keep any relevant evidence while an investigation takes place.

Taking out contents insurance is a simple way to protect the things that matter most to you and your family. If you do not already have cover in place, we encourage you to explore your options and choose a policy that meets your needs.



TOP TIP:

Building insurance does not cover your personal possessions, so it is important to make sure your furniture, clothing, appliances and other valuables are protected through contents insurance.

Reduce Condensation This Summer

Condensation can still be a problem during warmer months. If moisture builds up, it can lead to damp and mould.

Look out for:

- Water droplets on windows or other cold surfaces
- Damp patches on walls or ceilings
- Musty smells or peeling wallpaper
- Black mould spots, especially in bathrooms and around windows

How to reduce condensation:

- Use extractor fans when cooking or showering
- Open windows when safe to improve ventilation
- Keep air vents clear and open
- Dry clothes outside where possible
- Leave space between furniture and external walls
- Wipe away condensation from windows and sills



If you notice damp or mould Please report it as soon as possible so we can investigate and help resolve the issue. Contact us through MyTenancy, email admin@tuntum.co.uk or call **0115 916 6066**.

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.



**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:

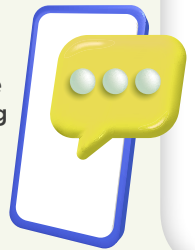
'I find the MyTenancy account so simple to use, and really benefits us, as it's so easy to use.'

'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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SCAN ME