

engage



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CSI AWARDS UK 2015 WINNER - MOST INSPIRING COMPLAINTS PANEL



CSI Awards UK, which celebrates and recognises the fantastic work carried out by tenants and residents across the country, held their second awards event on 22nd October 2015 in Liverpool.

There were 12 award categories for tenants and residents who are involved in scrutiny, inspection and complaints resolution.

Our Independent Complaints Panel were winners of the Most Inspiring Complaints Panel Award. This is a great achievement and we are delighted for them.

Linda Levin, Chair of the Judges' Panel, said:

"The level of commitment and impact that all of the finalists demonstrated is fantastic. It was very difficult to choose as all of the finalists were amazing; and if we could have, we would have given a trophy to every single tenant and resident who gives so selflessly to improving services, homes and communities."



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MESSAGE FROM THE CHIEF EXECUTIVE



It is not often that I write to you but there is so much happening in the housing world since the announcements made in the Chancellor's budget of July 2015 that I feel it necessary to let you know how all the various changes will be affecting you and Tuntum and how we are responding.

The first of these measures is that you will have your **rents reduced by 1% for the next 4 years starting from April 2016**. This is good news for tenants and really does mean that your annual rent from April next year and every April

after then until April 2019 will be less by 1% each year.

However, this is a significant loss of income to Tuntum and as a responsible social business we have looked at how this will affect our finances. The Board has made it very plain that we should not allow this to diminish the quality of the services we provide to you. As a result, we have revised our Business Plan to make various efficiencies which will ensure that you will still continue to receive an excellent and caring service from us.

The other major announcement about which I am sure you are already aware is that you will now have the **Right to Buy** your property at a discount. This means that you could be eligible to buy your home from us with a discount of up to £77,900 depending on how long you have been living there. We are not yet certain when this scheme will start or how your eligibility will be determined as the details are being worked out by central government. However, we understand that the scheme will be up and running by late 2016 and if you wish to find out more please visit www.righttobuy.communities.gov.uk and search the reference to

housing association tenants under the eligibility link.

Finally, there is what has been trailed as the **Pay to Stay** scheme aimed at tenants who have a household income of more than £30,000. The scheme requires that such tenants should now pay a rent close to the market rent which is broadly what you would pay if you are renting from a private landlord. We have not agreed how to apply this or from when but we will inform you when we do so.

I hope you have found the above update useful especially if you were not already aware. We will no doubt keep you informed as procedures and policies are developed as we have done in the past.

I would like to take this early opportunity to pass on my best Season Greetings to you and your families.

With warm regards.



Richard Renwick MBE
Chief Executive
Tuntum Housing Association

OUR AWARD WINNING LEADERS!

Recently both Richard and our Chair, Junior Hemans, have received prestigious awards.

Richard was delighted to be awarded a 'Lifetime Achievement Award' at the prestigious BEX Live event in Birmingham which was attended by over 350 business people and celebrities especially from the African Caribbean community across the midlands.

The judges said that "This award is giving national recognition to Richard regarding the sterling work he has done in Nottingham in making a difference in so many peoples lives".



Junior received his award at the Association of Jamaican Nationals Seven Heroes Award night which was also held in Birmingham. The Norman Manley Award was presented by Diedre Mills, deputy high commissioner for Jamaica.



A lifelong supporter of his local community, Junior is one of the founding members of the African Caribbean Community Initiative in Wolverhampton and was one of the key investors in acquiring the African Caribbean Heritage Centre there.

HOW TO KEEP YOURSELF WARM OVER WINTER

Every year as the weather gets colder we receive a lot of calls reporting boiler issues - no heating and/or no hot water - yet often when the engineer attends the fault is something the tenant/resident could rectify.

There are a few simple checks that you can do before calling us out which may help you to get your boiler working again quicker and help us to identify the problem/s.



Tip no. 1: Look at your boiler instructions

It's worth looking at your boiler manual just in case your boiler does go before winter is over. Familiarise yourself with the basic parts of your boiler and the things you can look out for.

Tip no.2: Check your boiler is on

It might sound obvious, but if your boiler doesn't seem to be working check to see if it's been switched off or if your gas and electricity supply has stopped working or if your credit has ran out. First check to see if your supply is up and running and - if it is - check to see if your boiler's pilot light is on (that is, if you have a boiler with a pilot light - not all models do so don't worry if you can't find one). If the pilot light is out, you can always relight or reset your boiler system manually instead of calling out an engineer.

Tip no. 3: Check your pressure

Combi boilers can sometimes stop working because of a drop in pressure. If your boiler stops working check the pressure dial and inspect all of your radiators

and pipes for leaks. If you can't find a leak you should be able to increase the pressure in your system manually by using your system's valve handle. But you should always switch your boiler off and consult your instructions before tinkering with your boiler's pressure, as adding too much pressure into a system can be dangerous.

Tip no. 4: Bleed your radiators

If you can feel cold patches on your radiators it may be because there's air trapped inside that's blocking the system. It's easy to bleed a radiator - you can find lots of easy to follow instructions and videos on the internet. But if you bleed your radiators and still have a problem with cold patches, your system might be blocked with sludge and might need a chemical flush by a professional gas safe registered engineer.

Tip no. 5: Insulate your condensate pipe if you have a condensing boiler

One of the most common reasons for a condensing boiler breaking down in winter is that "condensate pipes" - the pipes that carry away

condensation - run outside the house and can freeze and become blocked when temperatures drop. Preventing this is really simple though - all you need to do is insulate your pipes using a type of material called lagging which you can pick up from most DIY stores.

If it's below freezing and your condensing boiler isn't working or is displaying an error message or flashing light, your condensate pipe will have probably frozen over, meaning you'll need to thaw it out. The best way to do this is to put a hot water bottle on the pipe - or pour hot water over it, give it a blow with a hair dryer or wrap a towel soaked in warm water around it - and then reset your boiler.

Tip no.6: Know when to call in the experts

You really need to call in the Tuntum experts on 0115 916 6066 if... your boiler flame is burning yellow rather than blue; there is excess condensation or discolouring around your boiler; or if you continually need to restart your system. And if you smell gas you must call the National Grid on 0800 111 999.

Promoting Older People's Services

Denise and Laverne, both Scheme Managers, recently attended two events organised by Councillor Eunice Campbell at the Nottingham Council House and the Riverside Centre in Bulwell. The focus of the event was to raise awareness of housing and health services for older people in Nottingham. Therefore, they were attending to promote Tuntum's sheltered housing schemes and the extra support that sheltered housing can offer and promote our domiciliary care service called Homecare Plus.

Sheltered housing can offer a range of services to help residents to continue to live independently, with the added security of having someone to call on in emergencies.

Tuntum has two sheltered housing schemes; Lyn Gilzean Court and Balisier Court, both in Nottingham. Both schemes offer exceptional rented, self-contained accommodation with additional communal areas, all in a safe and secure setting, surrounded by friendly and efficient staff as well as other tenants.

All our sheltered apartments are equipped with a fitted

kitchen, bathroom, TV point and a 24 hour emergency call system, should service users need it. Tenants have access to a range of community and neighbourhood services to support them at home. Any repairs required are carried out by Tuntum's Maintenance team as part of the tenancy agreement.

If additional support is needed in the home, Tuntum has a subsidiary home care provider called Homecare Plus, you can find out more about their services at www.tuntum.co.uk/homecare-plus.

If you are interested in finding out about the schemes then have a look at our website www.tuntum.co.uk or contact Balisier court 0115 9113640 or Lyn Gilzean 0115 9503977.



Nottingham Carnival Heritage Project Showcase at NAE

The Nottingham Carnival Heritage Lottery Funded (HLF) Project held an end of project showcase event in the local community to share the outcomes and legacy of Nottingham's carnival heritage.

The event was attended by over sixty people with special guests, Atul Patel and Maureen Cooper, from HLF in attendance.

The event, held on Friday 14th August 2015 was held at the New Art Exchange, Gregory Boulevard Nottingham, from 7-9pm and was hosted Norma Gregory, Nottingham Carnival Heritage Project Coordinator and Glenis Williams, Learning Coordinator from NAE.

Guests got a chance to preview the online archive created by RJ's Creative Agency, a banner exhibition, watch a short video about carnival history made by volunteers with Stella Vision and viewed an amazing dance routine by talented young performers from Nottingham's Zodiac All Stars Dance Troupe, led by dance director, Christine Grocock. Richard Renwick spoke of his passion for the continuation and growth of Nottingham Carnival and hoped that its legacy continued in the future.

The banner exhibition is on now on tour. The seven individual banners detailing aspects of the Nottingham Carnival history have been on display at the Arkwright Community Gardens and Queens Walk Community Centre in the Meadows, the New Art Exchange and Lyn Gilzean Court. If you know any organisation who would like to loan the exhibition, please email NormaGregory@tuntum.co.uk.



You can view the project website at www.nottinghamcarnivalheritage.com



nottingham carnival weekend

1Xtra

Tuntum has always proudly supported the Nottingham Carnival Weekend and this year's event, despite the heavy downpours, didn't disappoint!

Over 22,000 attended the Nottingham Carnival Weekend 2015 which was hailed a great success. People of all backgrounds enjoyed two days of great music, food, the funfair rides and hundreds of spectacular costumes.

The Carnival Weekend was held over two separate locations for the first time with the Saturday Music Festival at the Forest Recreation Ground and the Parade returning

to the Meadows and the Victoria Embankment on the Sunday.

At the Music Festival 12,000 fans were treated to music for all age groups ranging from chart topper Melissa Steele and BBC Radio 1Xtra DJs to the reggae legend Mykal Rose. Music lovers enjoyed over 25 separate music acts performed on 3 separate stages including many local musicians and DJs.

Sunday saw 10,000 people view a spectacular parade on the Victoria Embankment with over 800 costumes worn by masqueraders from Nottingham, London, Luton, Leicester, Derby & Trinidad.

The competition winners were:

Best Carnival Troupe 2015 - Can Samba and City Arts

Best Troupe Performance - Hyson Green Zodiac All-Stars

Best Individual Costume - Inspired Masquerade (Leicester)

Judges Special Award - ABC School of Dancing

Organising the Carnival Weekend involves the combined effort of over 100 volunteers from programming and site based duties to making costumes and preparing dance routines. This is then supplemented on the day with the professional and experienced event managers, health & safety personnel & security staff.

The success of the Carnival Weekend at two separate locations was an amazing feat for the organising team as we prove once again how popular and safe Nottingham Carnival is. The presence of BBC Radio 1Xtra gave our Carnival national appeal and real status which rates Nottingham amongst the UK's top carnivals.



TUNTUM SUPPORTS THE NOTTINGHAM CARIBBEAN CARNIVAL
Tuntum Home Association, 90 ... Avenue, New Basford



Out and about in the Community...

We held a Summer Celebration in Hyson Green where families and Board Members came out to join us.

This joint summer community event with NCHA was held in Hyson Green covering Cantabury Avenue, Belverdere Avenue and Biko Square. The main aim of the event was to meet and greet tenants and residents in a sociable atmosphere and to promote ways to encourage you to engage with us - as you are at the heart of everything we do. We try to ensure that there are opportunities to have your say and get involved in a way which suits you!



Time for Tea events in various locations in Nottingham...

The *Time for Tea* events that took place over the summer were small community events designed to engage with residents in a social capacity. These were short, outdoor events, lasting up to 2 hours and planned to encourage greater participation from all ages of residents.



Kirtling Close, Bestwood, Nottingham



Abercan Mews, Bulwell, Nottingham



Gladstone Street, New Basford, Nottingham



Argyle Street, Radford, Nottingham



Gladstone Street

LATEST NEWS FROM TENANTS SCRUTINY PANEL'S WORK AT TUNTUM...



Currently our scrutiny group known as "Magnify" are conducting a review on the subject of Repairs Satisfaction Feedback. Magnify is made up of 5 of Tuntum tenants who volunteer their time and efforts to scrutinise the services provided by Tuntum, to improve and shape

things for all Tuntum tenants. The group has just welcomed a new tenant member and if you are interested in joining them, please contact Jassmin Alltoft (Tenancy Engagement Officer) on 0115 9121290 or by email at – JassminAlltoft@tuntum.co.uk



Congratulations

Congratulations to Mrs Seagrave - the winner of Magnify's Tenant Survey Prize Draw, who won £30

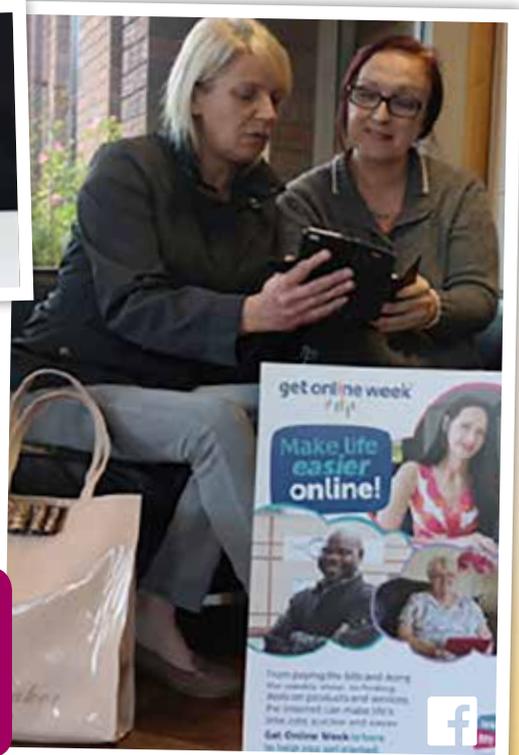


We launched - Get Online Month - which ran until the end of November

The internet can make life easier in lots of ways – both big and small – and it can be much simpler than you think!

If you've never touched a computer or tablet before, or you just need some pointers to make the most of being online, there's a course out there for you. Have a look for free or low cost courses at your local library, college or community centre.

As a part of Get Online Month we attempted to update as many contact details of our tenants and leaseholders as possible. We use your information to keep you informed of what's happening within Tuntum and in your area and ensure that you receive our best customer service experience.



Every tenant/leaseholder who updated their details with us in November was entered into a prize draw to win a Samsung Galaxy tablet. Well done to the luck winner Shelley Young from Leicester!



Affordable second hand furniture from Re-covered

Re-covered

Re-covered is a social enterprise, which provides the opportunity to buy recycled, high quality furniture at extremely low prices!

What's even better, is Re-Covered is able to offer social housing tenants a **50% discount** voucher, meaning that you can purchase absolutely any of the furniture on offer at half the price. They can also deliver the furniture for just £5 within Nottingham, or £10 outside of Nottingham.

Offering a range of furniture, from storage at just **£10** to sofas at just **£40**, you're bound to find what you're looking for! Re-covered are also offering a range of different volunteering opportunities, with jobs including moving stock, doing small repairs and even dealing with customers. Very flexible hours available.

It is an organisation which relies on donations from the public, so are always looking for more furniture to refurbish. If you have any unwanted furniture, please get in contact:

Re-covered
5 Triumph Road
Nottingham, NG7 2GA
Tel: 0115 718 0406
www.recoveredfurniture.org



Making a Universal Credit claim

To make a claim online you'll need to have some information to hand. This can include:

Your personal information

National Insurance number



Your email address

Your phone number



Your housing information

Your address



Your landlord's address



How much rent you are paying



Your financial information

Your bank account details



Details of any savings you have



Any salary or other income



Go to www.gov.uk/universalcredit to make a claim. This needs to be done in one sitting so please have this information with you when you begin your claim.

From summer 2014 Universal Credit can be claimed by some couples in certain areas of the UK. Both claimants will need to have the information listed above to hand. Only one member of the couple will complete the claim form, but that person will need to enter details for both of you.

Imaani residents become Peer Educators in schools

At the Imaani Project ran by Tuntum we had some visitors from the charity Broxtowe Youth Homelessness back in Spring.

They explained the project that they were doing, Peer Impact and four of us got involved.

We were supported in achieving a Level 2 AIM award (a nationally recognise qualification) in peer education. In training we gained valuable lessons on homelessness and also many transferable skills. The team are also great support and guidance.

Once we qualified we had all had the opportunity to become Peer Educators at schools. This is where we share our homelessness experiences with our peer group in order to prevent people a couple of years younger than us becoming homeless and make them more aware.

I've been to 8 different schools so far and done 8 sessions and the experience has been great! I really can't wait to visit more schools as I continue to gain confidence, self esteem, educate my peers and also potentially work full-time for the charity in the future!

Written by Abigail Nichols,
Imaani Resident



“Well done Abigail and thank you for telling us about the Peer Impact project, we wish you every success in the future! You can find out more about the Project at www.broxtoweyouthhomeless.org.uk/peer-education”



Sound as a Pound Update



Sound as a Pound is a five year Big Lottery Funded financial inclusion programme and led by Nottingham Community Housing Association, working in partnership with Tuntum Housing Association and Framework. We were set up to provide support for the high number of financially vulnerable people in Nottingham City wards, who are at risk of losing their tenancies.



We have four Financial Inclusion Workers (FIW) who support people who are struggling to budget their money, control their spending and, as a result, are at risk of increasing their debt and eventually, losing their tenancies and becoming homeless.

The FIW's work is supplemented by a small group of volunteer peer mentors, who give up their time to work with us and take part in community activities, such as drop in centres, local events and other opportunities to promote the programme.

Peer mentors attend a 2-day training course to equip them with the skills needed to conduct interactions appropriately and safely and to be positive advocates for the programme. They also attend a 3-day financial awareness course to give them up-to-date knowledge of the benefits system, develop skills for budgeting and managing everyday bills and a range of ways to reduce over spending.

Since the start of the programme in March 2013, 45 peer mentors have been trained. Some have moved on to other things, having gained employment or accessed training through colleges. For many of them, these opportunities have become available to them as a direct result of working with us. All have had the chance to gain accredited qualifications with the National Open College Network, through volunteering with us.

In our first two years, we nominated two peer mentors for a one of the categories in The Adult Learners Week Award with the National Institute for Adults Continuing in Education (NIACE) and both have been successful. We are proud of this, as it demonstrates how effective Sound as a Pound can be, not only for our beneficiaries, but also for the people who step up and put something back into their local community.

For more information about Sound as a Pound, visit our website: soundasapound.org or contact us on 0115 8443745/3693

AND THE WINNER IS...

This summer Homecare Plus employed a Nottingham University intern, Niamh Gibbons, to conduct a survey into the health and well being of Nottingham's older citizens.

In particular it looked into the need for care that respected a person's culture and individuality.

There was a good response to the survey, and those who chose to include their name were entered into a draw to win a £50 ASDA voucher.

The lucky winner was George Grant of Lyn Gilzean Court who was presented with the voucher by Homecare Plus' Dean Foster.



My Home Energy Switch

Do you want to pay less for your energy

With energy bills on the rise, call us free on 0800 0014 706 or visit www.myhomeenergyswitch.org.uk today to find the best price for your gas and electricity.

It's free, fast and simple to switch and we'll take care of all the paperwork.

www.billsutter.com
Bill Cutter
Bill Cutter is part of the Give us money group

NATIONAL HOUSING FEDERATION

The Board and Staff of Tuntum Housing wish you Seasons Greetings and a Happy New Year!

Repairs service over the festive period

Only emergency repairs will be carried out during the Christmas and New Year holiday period.

The number to call for **EMERGENCY REPAIRS** is
0115 915 22 22

The above emergency number should only be used where there is a danger to personal safety or risk of serious damage to your property. Please read the details of our emergency repairs criteria overleaf before calling.



Closing Arrangements for Christmas and New Year

We will be closing for the Christmas period at **12 noon on Thursday 24th December** until **9am on Monday 4th January**. If you have an emergency during this time please call us on **0115 915 22 22**.

Paying your rent this Christmas

Christmas is a wonderful time for giving, but it's easy to feel pressurised into spending money you don't have. You may even be tempted to spend your rent money on the festivities but if you do you could be putting your home at risk.

If you pay your rent at a PayPoint or Post Office outlet then please note that these outlets may be closed on the day that your rent is due to be paid. Please ensure that any payments are made well in advance prior to shop closure for the festive period.

You can also make telephone payments by calling **0844 557 8321** or online at – **www.allpayments.net**



Emergency Call Out Criteria

During Christmas and New Year

Fire

- Please call 999
- Please inform us as soon as possible on the emergency number

Gas leaks

- If you smell gas in your property, please call the National Grid Gas Emergency Service on 0800 111 999
- Do not light any naked flames and turn off the gas meter
- Then telephone us on the emergency number

Electricity

- If your power fails, and you are on a card meter, please check that you are in credit
- Check the fuse box to see if the switch is in the "on" position
- Call the emergency number
- Remember any appliances installed by you are your responsibility

Loss of water supply

- Check with your water supply company (eg. Severn Trent Water 0800 783 4444)
- Check with your neighbours to see if this is an area problem
- If necessary call the emergency number

Heating and hot water

- Please check that your gas is in credit if you are on a card meter
- If you have no heating or hot water please call the emergency number
- If your heating supply cannot be repaired and requires spares, then temporary heating will be arranged
- Please note that the response time will be 24hrs from the time you call

Internal water and waste leak

- Only call the emergency number if the leak is likely to cause damage or present a danger (eg. likely to affect an electrical appliance)
- You must isolate the supply and turn off the stop cock or gate valve

Blockages and toilet not flushing

- Please note that the cost of unblocking drains, waste pipes & toilets will be re-charged if the blockage is caused by negligence

Lost keys and lock outs

- Please remember to leave a spare key with a relative, neighbour or friend
- You will be required to pay up-front for the replacement of any lock due to lost keys

Insecure property and broken windows and vandalism

- Your property will be secured and boarded
- You will be re-charged where a crime reference number is not provided

Roof leaks, leaking gutters and damage to roof

- Please call the emergency number if this is likely to cause major damage

Walls and fences

- Please note this will not be treated as an emergency, unless the situation is dangerous and at risk to the public
- Action will only be taken to make safe

Receive this newsletter in other languages and formats

If you would like this newsletter in one of the languages below or any other format, please contact us using the details at the bottom of the page.

إذا رغبت في الحصول على هذه النشرة باللغة العربية، الرجاء الاتصال بالرقم التالي:
916 6066 وسنعمل على تأمين ترجمة لك.

আপনি যদি এই নিউজলেটার বা সংবাদ বিজ্ঞপ্তিটি বাংলায় পেতে চান, তাহলে দয়া করে 916 6066
নম্বরে ফোন করবেন এবং আমরা আপনার জন্য এর অনুবাদের ব্যবস্থা করবো।

如果您想要這時事通訊用中文印版，
請打電話 0115 916 6066，
我們將會為您安排翻譯。

اگر این "خبرنامه" را به زبان فارسی ترجیح می دهید، لطفاً با شماره تلفن 916 6066 تماس بگیرید و ما
ترتیب تهیه ترجمه آنرا برای شما خواهیم داد.

Si vous voulez ce bulletin en français, S.V.P. appelez 916 6066 pour qu'une
traduction soit produite pour vous.

अगर आ न्युजलेटर नमने पुनर्वाणी भाषामा गर्नुनु होय तो ९१६ ६०६६ नंबर
पर संपर्क करी. अमे नमारा माटे आनो अनुवाद करवाणी व्यवस्था करीयुं.

यदि आप को इस नियूजलेटर की हिन्दी भाषा में जरूरत है तो कृपा करके इस नंबर 0115 916 6066 पर फोन करे
और हम आपके लिये इस के अनुवाद का प्रबंध कर देंगे।

هه گهر هه زهت کرد هه نامهمه واله به زمانى كوردى سؤرانى دهستت كه ویت، هه وه تكابه په یوه ندىمان پیوه بکه له ژماره
ته له فونى 9166066 و نيمه كۆپيه كى وه رگنېراو بۆ زمانه كهت بۆ ساز ده كه بن.

Se você gostaria de obter este boletim informativo em português, ligue
para o 916 6066 e nós o traduziremos para você.

ਜੇਕਰ ਤੁਹਾਨੂੰ ਇਸ ਨਿਊਜਲੈਟਰ ਦੀ ਪੰਜਾਬੀ ਬੋਲੀ ਵਿਚ ਜਰੂਰਤ ਹੋਵੇ ਤਾਂ ਕਿਰਪਾ ਕਰਕੇ ਇਸ ਨੰਬਰ 0115 916 6066 ਤੇ

ਫੋਨ ਕਰੋ ਅਤੇ ਅਸੀਂ ਤੁਹਾਡੇ ਲਈ ਇਸ ਦੇ ਅਨੁਵਾਦ ਦਾ ਪ੍ਰਬੰਧ ਕਰ ਦੇਵਾਂਗੇ।
Jeśli chciałbyś biuletyn w języku polskim, to
proszę zadzwonić tel. 9166066 a my
zorganizujemy przetłumaczenie.

Haddii aad u baahan tahay joornaalkan oo af Soomaali, ah fadlan soo wac
telefoonkan 9166066 waynu kuugu turjumi karnaa afkaaga.

Bu bildirinin Türkcesini istiyorsanız, lütfen 9166066 'u arayınız, biz de Türkce
tercümesini size tedarik edeceğiz.

اگر آپ چاہتے ہیں کہ آپ کو یہ نیوز لیٹر اردو زبان میں مہیا کیا جائے تو براہ مہربانی 9166066 پر رابطہ کریں، ہم آپ کیلئے اس نیوز لیٹر کو اردو میں ٹرانسلیٹ کروائیں گے۔

Nếu quý khách muốn tờ Thông tin thời sự này in bằng Việt ngữ, xin hãy gọi
đến điện thoại 9166066, chúng tôi sẽ sắp xếp phiên dịch cho quý khách.

Head Office

90 Beech Avenue, New Basford,
Nottingham NG7 7LW

Tel: 01159 166 066

Fax: 01159 166 067

Email: admin@tuntum.co.uk

Website: www.tuntum.co.uk

