

engage



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NEW HOMES ON THE HORIZON



Piccadilly Close, Mansfield Woodhouse

Tuntum has an ambitious development plan to deliver 250 new homes over the next 5 years, including a number of homes for shared ownership sale.

We are members of the Blue Skies Consortium, a group of 15 housing associations who work to allow greater access to funding from the Homes and Communities Agency for building new homes.

We have recently acquired 3 homes for rent and 10 homes for shared ownership sale at Park Hall Road, Mansfield Woodhouse, with a further 15 for rent due to be completed in March 2018. We are putting the finishing touches to 17 bungalows

for rent at Sellars Wood Road in Bullwell, Nottingham, and we have 26 homes being built at Marmion Road, Thorneywood, in partnership with Nottingham Community Housing Association, including 8 homes for shared ownership sale. If you are interested in buying any of our shared ownership homes you can contact our agency on **07711909497**, or to find out more about shared ownership, visit our website at www.tuntum.co.uk and search shared ownership.

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STAFF NEWS



Two new Board members

At our AGM in September, shareholders elected **Kwabena Osayande** (left) and **Chris Jones** (right) to the Board, to replace Murray McDonald, who stepped down in 2015, and Michael Khouri-Bent, who retired this year.



Chris is Executive Director of Development at East Midlands Housing Association and has extensive skills in the areas of property development and sales, strategic partnerships, organisational development, business transformation and leadership. Kwabena, a Nottingham local, is a Senior Membership and Policy Advisor for Citizen Advice, and has experience in Policy, Equality & Diversity, and Economic Development.

Loretta Seymour

We'd like to welcome Loretta Seymour to our Housing Team as our newly-appointed Housing Administrator. Loretta previously worked as a project worker for Disabilities Living Centre. "My new role is quite different from where I used to work in the voluntary sector," she said. "I'm excited for the challenges ahead."



Young Leaders

In September, we sent three of our promising young staff members to the National Housing Federation's Young Leaders Experience.

"It was a chance to meet likeminded people from across the sector," said Chantelle Miller, Senior Housing Officer (right).

"It's really interesting to see how other organisations do things and what ideas they have for improving services."

"We attended sessions on using social media for business, how to be engaging and persuasive when public speaking, and the different skills needed for management and for leadership," said Cherelle Dyce, Technical Administrator (left). *"It was a really inspiring experience. It's given us lots to think about and there are definite opportunities in terms of driving the business forward, and progressing our careers."*



Tuntum formally elected as Eurhonet member



At the Eurhonet General Assembly held in Turin, Italy on Thursday 26th October 2017, Tuntum was unanimously elected to become full members of Eurhonet.

Eurhonet is a network of 43 housing organisations operating across Europe that meet to exchange ideas on how to improve services to tenants and communities in general. The network, whose membership is free for the first year, is also currently working on a number of specific projects including social integration, sustainable construction, IT in housing and accessing funds from the European Commission.

Tuntum CEO Richard Renwick said,

“this is a great opportunity for us to collaborate with our colleague organisations in Europe and the UK to find new ideas and ways of improving efficiency and the services we provide to tenants”.

Black Achiever's Awards

The Black Achievers Awards is a prestigious black tie award ceremony which aims to strengthen community cohesion by recognising and celebrating the roles and achievements of the BME community in Nottingham.



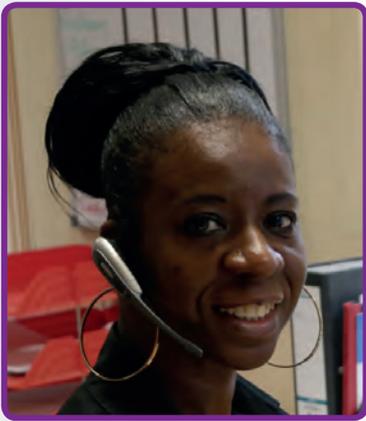
This year, Tuntum was involved on both sides of the awards. The Association sponsored the Cultural, Music & Arts Award, which was won by Panya Banjoko for her significant contribution to the development of arts and culture in Nottingham. Panya is a published poet whose work has been featured by the Guardian and the BBC.

Tuntum Board member Ade Aderogba also won a Lifetime Achievement Award for his community work in

Nottingham over many years. Ade has been a valued Board member for 4 years, and before that worked for Tuntum as a Housing Officer.

The awards evening was a great success, and from everyone at Tuntum we would like to offer huge congratulations to all the winners. You can see photos from the event on the Black Achievers Awards Facebook page, [facebook.com/theblackachieversawards](https://www.facebook.com/theblackachieversawards).





Ask Debbie...

Got questions about your home, your tenancy, or about Tuntum? Debbie is here to answer!



What can I do if I'm not happy with the service I've received?



We recognise that there may be occasions when our services fall short of the high standards you should expect. Initial complaints can be made in the following ways:

- By telephone: **0115 916 6066**
- By email: **admin@tuntum.co.uk**
- By letter: **Tuntum Housing Association, 90 Beech Avenue, Nottingham NG7 7LW**
- In person to **any member of staff**

A complaints form is available on our website: **www.tuntum.co.uk**

We welcome all comments and complaints and will deal with them all seriously. We will always aim to resolve any matters regarding customer dissatisfaction as quickly and simply as possible, and where appropriate we will implement changes to ensure that these issues do not arise again. Feedback will always be provided to the person making the comment.

All complaints will be dealt with within the timescales set out in our Customer Feedback Policy – you can download a copy of the policy from our website.



How do I know who I should allow into my home?



All people visiting your property on behalf of Tuntum Housing Association should have a form of identification. We recommend you always ask to see identification before allowing anyone into your home - you can refuse entry to anybody if they are unable to produce appropriate ID. You can also contact us on **0115 916 6066** if you have any doubts.

Got a question for Debbie?
Send them to
AskDebbie@tuntum.co.uk

You said we did

Our new website went live in August, and we've been asking for your comments and suggestions on how to continue improving it.

You said: It would be helpful to have a link straight to a feedback form, instead of going through the 'Contact Us' page. It would also be useful to label it as 'Comments, Compliments and Complaints' in case people don't understand the word feedback.

We did: We added a 'Comments, Compliments and Complaints' link to the 'I'm a Tuntum resident' menu on the website.



Have you visited our new website yet?



Here are some of the things it can help you with...

- 1. Report a repair** – if something needs fixing, fill out our online form at any time, day or night, to let us know.
Remember: we need as much detail about the problem as possible, so that we can put it right quickly.
- 2. Download forms** – housing application, alteration request, mutual exchange, direct debit– don't wait for the form you need to arrive in the post, download it from our website and either print it or email it back to us.
You can also download policies like our Customer Feedback Policy, ASB Policy, or Gas Servicing Policy.
- 3. Find the right department of your local authority** – find the information you need on waste and recycling, pest control, environmental crimes and homelessness in your area.
- 4. Financial support and resources** – information on benefits, welfare changes and agencies that offer free help and advice on debt and money management.

And much more!

Find the parrot and WIN!

Until 15th December, if you can find the parrot hiding somewhere in our website, you could be entered into a prize draw to win an Amazon Fire 16GB tablet, or one of two bluetooth wireless speakers. Head to www.tuntum.co.uk and get hunting!

For terms and conditions, please see www.tuntum.co.uk/prize-draw



A day in the life

When we have to carry out repair work on our properties, we either use external contractors, or in-house maintenance staff, depending on the type of job.

Our in-house staff are called Direct Labour Operatives (DLOs).

Mohammed Aleem

- Qualified joiner, bricklayer and locksmith
- Worked for Tuntum for 13 years



I normally start my day off by picking up any materials I'll need. I'm fitting some cupboard doors later on, so I'll go to B&Q this morning to buy them.

I go into the office about once a week to drop off invoices, and whenever there's a team meeting, but other than that I'm out and about all day.

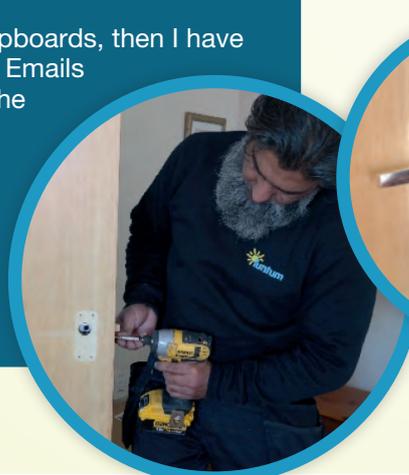


My first appointment isn't until 11 – in the meantime I'll stop off in the workshop to finish a gate that needs to be replaced. Jobs like this can take a while – I have to measure it, have it made, give it a couple of coats of paint and lacquer, and then it can be hung. I'll lacquer one side this morning, then hopefully it will dry during the day and I can do the other side before I go home. It should be ready to be put up next week.



My first job is replacing some kitchen cupboards, then I have to fix a broken latch on a bedroom door. Emails come through on my phone all through the

day and I'll respond to them based on priority – emergencies have to be dealt with straight away to make sure there's no risk to safety, urgent repairs have to be dealt with in 5 days, and routine repairs have to be dealt with in 21 days. When someone reports a repair to our Customer Services Team, they assign it a priority and then send it out to me – I'll then contact the tenant to arrange an appointment.



Life... of a DLO



I've had two jobs come through – a broken fire alarm, and a broken pull-cord light switch in a bathroom. The first tenant doesn't answer the phone, but the second one is in so I'll pick up a new pull-cord and go round to install it. Through Tuntum, I'm attending college every Saturday to get a qualification in electrical insulation, so I'll be able to do more of these kinds of jobs myself instead of giving it to a contractor.



I receive a call about a tenant whose patio door has been smashed – this counts as an emergency and I have to go over there to board it up. I'll also call back the tenant who needs the fire alarm replacing and see if I can go round to fix it.



Update:

Aleem has since passed an exam in the Principles of Electrical Science, level 2, achieving a Distinction with a whopping 90% - the highest in the class!

Aleem now understands the fundamental principles which underpin the relationship between magnetism and electricity, resistance, resistivity, voltage, current and power.

Congratulations Aleem, from everyone at Tuntum.



No two days are ever the same in my job – but that's why I like it. I don't think I could sit behind a desk all day! I love getting out and meeting people and solving problems – even if it's just a little thing I can help with like fixing a door latch, it feels like I'm making a difference!



Tenants' Annual Report 2016/17: **how we performed**

Managing current rent arrears

Target: below 3%

Quarter end	2016/17	2015/16
June	3.6%	3.7%
September	3.1%	3.5%
December	3.4%	3.6%
March	3.3%	3.6%
Average	3.35%	3.6%

Complaints managed within agreed timescales

Target: 90%

Quarter end	2016/17	2015/16
June	50%	92%
September	71%	100%
December	100%	100%
March	66%	88%
Average	72%	95%

Empty properties (voids)

Target: below 1%

Quarter end	2016/17	2015/16
June	0.6%	0.7%
September	0.6%	0.7%
December	0.7%	0.8%
March	0.6%	0.8%
Average	0.6%	0.8%

Tenant satisfaction with our services

Target: 85% overall / 85% repairs

Quarter end	2016/17			2015/16		
	Overall	Repair service	Listens to tenants	Overall	Repair service	Listens to tenants
June	89%	84%	86%	84%	81%	N/A
September	85%	77%	78%	84%	81%	76%
December	92%	86%	91%	86%	75%	75%
March	85%	70%	79%	83%	67%	85%
Average	87%	79%	83.5%	84%	76%	79%

Repairs and Maintenance Performance 2016/17

Expenditure:

	Responsive repairs	Planned maintenance	Total expenditure	Ratio R:P
2015/16	1,054,048	652,920	1,706,968	82%:38%
2016/17	1,111,117	549,157	1,660,274	67%:33%

Planned works programme April 2015 to March 2016:

Element	Number	£
Kitchen replacements	36	157,717
Bathroom replacements	26	66,010
Roof renewal	15	82,003
Windows & Doors	99	165,085
Electrical wiring	2	6,000
Replacement boilers	42	52,342
Full heating installation upgrades	5	20,000
Maintenance improvement		549,157



Credit Unions – could they help you manage your money?



What is a Credit Union?

Credit Unions are small, non-profit organisations set up by members to benefit the communities they serve.

They primarily provide low cost borrowing and savings and can help people who can't get access to ordinary bank products; a lifeline in less well-off communities or for people who may be struggling with their finances. Plus, they are a much cheaper, more ethical and a far better alternative to payday loans or doorstep lending.

Who can join a Credit Union?

To be part of a credit union you have to share a common bond with other members. This is something you all have in common such as:

- living or working in the same area
- working for the same employer
- belonging to the same church, trade union or other association

How can they help me?

Credit Unions have "Budget Accounts" which are ideal for bill management, managing debt or saving for specific items. So if you have trouble budgeting for important bills or for the things you want, this may be for you.

It works by taking your money and dividing into agreed pots that you cannot accidentally spend before the bill is due. The Credit Union agrees with you how much needs to go into each pot and how to manage what is left over. You can decide to have the leftover money transferred to one of their card accounts or to an external account either all at once or divided into weekly amounts. The choice is yours!

With the introduction of universal credit, the way you manage your finances will change. Instead of your rent being paid by Housing Benefit, which comes straight to us, you will receive one lump sum each month, and you will have to pay your rent yourself. Credit Unions could be a way to help you manage this. If you have any questions or would like to know more, please call us on **0115 916 6066**.

Credit Unions in your area:

Nottingham Credit Union

T. 0115 828 3121
www.nottinghamcu.co.uk

Nottingham Credit Union covers the whole of Nottinghamshire, including Mansfield and Ashfield.

Derbyshire Community Bank

T. 01332 348144
www.dcbank.org.uk

Erewash Credit Union

0115 9329493

Clockwise Credit Union (Leicestershire)

T. 0116 242 3900
www.clockwise.coop

Leicester Caribbean Credit Union Ltd

T. 0116 251 2224

Other financial resources:

www.turn2us.org.uk
www.citizensadvice.org.uk
www.moneyadviceservice.org.uk

Keeping you healthy and safe in your home

As your landlord, we have a duty to keep you safe from potential risks in your home.

Safety in the home includes well-known issues such as fire, gas and electrical safety, but there are other areas of potential risks that you may not know so much about. These include asbestos, Legionella, and radon.

You should be aware of these issues, but remember that the risks are small, and as long as they are well-managed there is no cause for alarm.

Further information can be found in our 'Looking After Your Home' guide, which can be downloaded from our website.

Radon

Radon is a naturally-occurring radioactive gas found in the ground, particularly in areas where granite is common. It is invisible and odourless, and naturally seeps out of the ground into the air. In low levels it is relatively harmless, but it can accumulate in poorly-ventilated indoor areas, and higher concentrations can increase the risk of cancer. In certain areas of the country, concentrations of radon gas are higher than in other places.

What you can do:

- Keep any appointments we make with you to allow us to install a radon detector in your home and take measurements from it.
- Ensure that no one interferes with the detector once it is installed.

What we will do:

- We will survey all our properties to identify which ones are in areas with higher radon levels.
- We will carry out a risk assessment and monitor levels of radon in these areas.
- We will install the appropriate equipment in your home and carry out remedial work in areas where radon levels exceed the recommended level of 400Bq/m³.
- We will ensure that all residents, employees and contractors are adequately informed and instructed about the identification, the risks, and the management of radon.

86
Rn
Radon
(222)

Legionella

Legionella is a type of bacteria that can be found in standing water. The bacteria are common in natural water sources such as rivers, lakes and reservoirs, but can also be found in artificial water supplies. If the conditions are right for the bacteria to grow, the risk of catching certain diseases such as Legionnaires' disease is increased.

What you can do:

- Regularly descale and clean your shower head
- If you are going away for longer than a week, take the shower head off and place it in a bowl of diluted disinfectant or a shower head cleaning agent. When you return, run the shower without the shower head for a few minutes, and then refit it.
- Run outdoor taps and hoses regularly to flush any stagnant water out. Do not use spray attachments if there may be stagnant water in the hose.
- Keep any appointments we make with you to allow us to carry out a Legionella risk assessment, or to undertake any necessary treatment.

What we will do:

- We will identify and assess sources of risk in all properties with communal water facilities such as baths, washing and cooking facilities, including offices and empty properties.
- We will monitor conditions of any communal water facilities and take precautionary steps to minimise the risk of Legionella growth.
- Where Legionella is detected in any communal water facilities, we will implement a treatment plan.
- We will only use contractors that are registered with the Legionella Control Association to carry out any treatment work.

Remember, there is no need to panic as long as the risks are identified and managed. It is important you allow us access to your home if we need to carry out any of the work described above. If you have any questions or concerns, please contact admin@tuntum.co.uk or call **0115 916 6066**.

Fire Safety

Remember - One of the easiest and most effective ways of keeping yourself and your family safe is maintaining your **smoke alarm**.

- Test your alarm weekly to ensure it is working properly.
- On a significant date each year, such as a birthday, you should replace the battery in your alarm, unless it has a ten year battery.
- Whenever you are cleaning it is a good idea to vacuum the alarm to remove any dust and dirt.
- If your smoke alarm starts to beep at intervals this means that the battery is running out. This should be replaced immediately.



Merry Christmas and a Happy New Year from everyone at Tuntum

Our offices will be closed on the
27th, 28th and 29th of December.

To report an emergency repair during this time, please call 0115 915 2222.
This number should only be used where there is danger to personal safety
or risk of serious damage to your property.

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

You can also make payments over the phone by calling **0844 557 8321** or online
at **www.tuntum.co.uk**



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

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