

ENGAGE

AUTUMN 2018



Celebrating Windrush 70th at Carnival time

.....
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brilliant years Carnival*

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Debbie says...

...There's a chill in the air - time to test your central heating

Now is a great time to switch your heating on to check that it works before the bad weather sets in.

The majority of boiler breakdowns occur during the cold winter months, when boilers - having been inactive for long periods - are forced back into life, putting considerable strain on your central heating system as it works to heat your home during the winter.

Things to look out for:

Radiators not heating up:

If you find that one or more of your radiators isn't heating up in certain areas (or not warming up at all) then you might need to bleed your radiators to remove trapped air.

Set your thermostats:

thermostats should be set at a temperature you feel comfortable at. For most households this is between 18 and 21 degrees Celsius.

Fast heating doesn't mean blasting your thermostats to the highest levels:

It's also important to remember that turning a thermostat up won't make your home heat up any faster, it will just reach a higher temperature.

And don't forget...

Top up your pre-paid gas meters. And you may want to consider purchasing a portable heater, in the event of an emergency.

New Green Paper Published

The Government has published a Green Paper called 'A new Deal For Social Housing'. The aim is to set the direction for the way in which social housing will be developed and managed in the future.

A Green Paper is the way the government consults on issues before considering whether they should be taken forward for legislation.

The deadline for the consultation is the 6th November and we will be looking to involve the members of Magnify and any other interested tenants in framing our response.

Access to the Green Paper can be found on the government's website: www.gov.uk/government/consultations/a-new-deal-for-social-housing

Are You Interested In Becoming A Tenant Board Member?

Following the retirement of Yvette Downer from our Board, who is a tenant, we are looking to recruit another tenant to serve on the Board of Tuntum.

To qualify you will need to demonstrate that you have the right skills and potential to effectively participate in the governance of the Association. Training will be provided and the position attracts an annual remuneration of £2,750.

If you are interested you can request an information pack from Tatiana Woolley, Acting Communications Officer at tatianawoolley@tuntum.co.uk;

No deadline has yet been set but if you are interested an information should be requested before the **31st October 2018** in order to register your interest.

To attempt to address an underrepresentation on the board, we would particularly welcome applications from women and young people.

Farewells and welcomes

At the Annual General Meeting 2018 we were very sorry to see four board members say their good-byes as they stepped down from their board member roles.

Sharon Stevens, Sonia Thompson, Lin Hinson and Yvette Downer combined gave over 36 years of commitment to Tuntum. Their valuable contribution over the past nine years has seen Tuntum grow and develop within the Housing Association sector.

Sharon said: "Today is mixed emotions, when you talk about future events as the board you know you won't take part, but Tuntum is still going to exist, is going to grow and we are going to hear about marvellous things about Tuntum. Tuntum to me is more than a housing association, it is a family."



As we were sad to see Sharon, Sonia, Lin and Yvette step down, we were also excited about welcoming the three newly appointed board members: Ayyaz Ahmed, Director of Independent Living, Orbit Housing Group, Beryl Louise McConnell, Barrister and Philip Baker, Head of College of Life

"Tuntum to me is more than a housing association, it is a family."

Sharon Stevens

Sciences, Dean of Medicine and Pro Vice-Chancellor of Leicester University



"I am delighted to be part of Tuntum Housing and I look forward to collaborating with staff, providing an exceptional customer service delivery, and improving Tuntum Housing's effectiveness."

Ayyaz Ahmed



"I am delighted to be invited to join the board of Tuntum housing. I look forward to meeting and getting to know all the people I will be working with and to be making a positive contribution to the board."

Beryl McConnell



"All of us deserve a secure home, to provide our families with the best opportunities for education, health and work. I'm delighted to be part of an organisation that tries to look after the vulnerable in our communities, and that takes its responsibilities so seriously."

Philip Baker



universally confused?

What is Universal Credit?

Universal Credit – sometimes referred to as UC – is a **means-tested** benefit payment for people of working age who are on low income.

'Means-tested' means the amount you receive depends on factors like how much you earn or how much you have saved. If you have a higher income, you will receive a lower Universal Credit payment.

TOP TIP!

- Claimants can apply for an Advance Payment whilst waiting on their first payment
- Please note, this payment is repayable over a 12 months period

How does it affect me?

- You'll be responsible for paying your rent directly to us. The easiest way is to pay by Direct Debit. If you receive Housing Benefit then it will mean a change to how your rent is paid (at the moment your council pays your rent directly to us)
- Universal Credit is paid in arrears and monthly, rather than weekly, so you'll need to be able to budget effectively
- Universal credits take up to 5 weeks to receive the first payment, so it's important you start saving your money and budget prior to this
- Universal Credit is paid as one payment per household, directly into a bank, building society or credit union account
- You'll need to make a claim for Council tax Support separately from your local council in order to get it
- There are no limits on how many hours a week you can work if you're claiming Universal Credit (the amount you get will gradually reduce as you earn more). You'll be required to look for work, and complete a claimant commitment with your designated work coach. Your claimant commitment will outline what you need to do in order for you to receive Universal credits.

What do you need to make a claim?

You'll need to make a claim online and manage/request payments online. You can use your local library, local housing office or community hubs.

Before you make a claim, make sure you have the following information to hand:

- Your national Insurance Number
- Your useable email address and a phone number
- Our address: TunTum HA, 90 Beech Avenue, New Basford, Nottingham NG7 7LW
- Your rent and any service charges. If in doubt, please give us a call on 0115 9166066
- Your bank details
- Details of any savings you may have
- Full details of your salary or any other income (including other benefits)
- If you have children you'll need to provide their details, including Child Benefit number and any childcare provider's address and registration number

When is Universal Credit coming?

This table lists the expected dates when claimants will move over to UC.

OCTOBER 2018

Local Authority	Jobcentre area
Nottingham City Council	Bulwell JCP Nottingham Loxley House JCP Nottingham Central JCP* (*also serves Rushcliffe borough council)

NOVEMBER 2018

Local Authority	Jobcentre area
Ashfield District Council	Ashfield JCP
Broxtowe Borough Council	Beeston JCP
Gedling Borough Council	Arnold JCP

Areas Already Affected By UC

Blaby District Council
Leicester City Council
Charnwood Borough Council
Derby City Council
Mansfield District Council
Erewash Borough Council

If you are not already in receipt of Universal Credits then job centre will write to you to make a claim in the near future.

If you are still unsure on how to make a claim, please click on this link below

https://www.youtube.com/watch?v=4WgJU8Y_bQg

If you have any questions about Universal Credit or paying your rent, please contact us on **0115 916 6066** or email **admin@tuntum.co.uk**

The 2018 Nottingham Carnival

The Nottingham Carnival 2018 which is jointly organised by Tuntum and other volunteers brought people of all backgrounds together and delivered a programme of colourful costumes, music and cuisine showcasing the influence of Caribbean, Brazilian and African cultures on Nottingham.

The thousands of people crammed onto the Victoria Embankment and the Meadows Recreation Ground witnessed over 800 people in colourful costumes dancing to the sounds of soca music and samba. On the live stage was featured the UK reggae star Macka B, international soca artist Scrappy plus Mellanie Page, Kingdom Rapper and more. In addition, there were three further music zones featuring the latest urban sounds, roots reggae and afro-beat music.



“The Windrush generation introduced the UK to Caribbean style carnival celebrations, it is therefore fitting that we pay tribute to the enrichment they brought to UK cultural life.”

With 2018 marking 70 years since the Empire Windrush brought Caribbean migrants to England, the Carnival also featured educational and cultural activities to celebrate this milestone. Richard Renwick, Chair of Nottingham Carnival, said: “The Windrush generation introduced the UK to Caribbean style carnival celebrations, it is therefore fitting that we pay tribute to the enrichment they brought to UK cultural life.”



Carnival Art at its best

Most of the costumes at the carnival are designed, made and constructed by Nottingham based artists. Nottingham Carnival is a vehicle for over 10 dance troupes and over 400 participants to engage in costume making, dancing and performing. The troupe leaders organise and deliver workshops and classes giving the Nottingham carnival community the opportunity to get involved in carnival arts throughout the year. This is rewarding, challenging and fun work that culminates into the brilliant showcase that is Nottingham's Annual Carnival.



Celebrating the 70th Anniversary of the SS Windrush



A number of our longer serving residents and their friends enjoyed a relaxing cruise trip on the River Trent in celebration of the Windrush 70th anniversary. The trip was jointly sponsored by Tuntum and the Hyson Green New Art Exchange. The gathering enjoyed some light refreshments and were entertained with poetry, singing and a dj.

Angela Coleman-Lynch, one of the longest tenants of Tuntum, said: "It was an absolutely enjoyable day". A sentiment that was shared by all those who attended

Tuntum's involvement in Nottingham Carnival

Since 1999 the staff of Tuntum have been involved in helping to organise the Nottingham Carnival in collaboration with numerous volunteers from the wider community.

Richard Renwick, Chief Executive and volunteer Carnival Director said: "In 1998 the City Council for various reasons decided they could no longer support the carnival and it was cancelled. In 1999 we were approached to ask if we would help deliver this amazing cultural event and although not our area of expertise we decided to take it on as part of our corporate social responsibility. We have been leading on organising the event ever since."

Tuntum staff take a lot of pride in volunteering at Nottingham Carnival every year. They do so out of passion for this cultural exercise that offers Nottingham something alternative, visual and exhilarating. From planning the event to taking responsibility for collecting the nominal entrance fee; Tuntum staff are to be found in key positions in all areas of the Carnival.

Barrington Billings, Head of Asset Management and Development said: "I really enjoy volunteering for Carnival, even though the work isn't just on the day. I take responsibility for the marshalling of the Parade and this involves recruiting over two dozen volunteers who also have to be trained."

"It was an absolutely enjoyable day".



Staffing and Other News

New staff join Tuntum

A few new members of staff have been recruited since the last issue of Engage and we would like you to meet them:



SIMON INGRAM
FULL-TIME BUILDING SURVEYOR

Simon's previous employment includes spells at Gedling Homes, Nottingham City Homes and Futures Housing Group. Simon said: "I can see that there is a lot to do and I will be kept very busy in my role. I am bringing a lot of experience of site management and I am looking forward to working as part of the staff community at Tuntum."



STEVEN FARNSWORTH
SENIOR DIRECT TRADE OPERATIVES (DTO)

Steve will be responsible for line managing the current team of four DTOs. Steven previously worked at Nottingham City Council in the areas of state maintenance work, facilities management and coordinating various works depots. Steven said: "I come to Tuntum to assist the team with the development and performance. I will be bringing innovation, inspiration and motivation to the workplace."



JEAN WATERFALL
IT OFFICER

Jean came from the private sector and is very excited about his new role as our new IT Officer: "I will be supporting all users, including remote offices. I will be helping Tuntum get ready for the future. I want to enhance the company and give back to the community. It is great to work for a company that helps the community, I will be making a real difference, actually helping people."



TATIANA WOOLLEY
TEMPORARY COMMUNICATIONS OFFICER

Tatiana previously worked at Nottingham Trent University as their Internal Communications Officer and is really enjoying learning all about the housing sector: "I am blown away by the level of services provided by Tuntum at all levels. I hope that my skills will tighten and strengthen the communications between Tuntum and the world out there, especially its tenants."

Free bike locks and flowers for 100 Derby Road



After trying to find solutions for bike security, Victoria managed to get Long Eaton Safer Neighbourhood Team and Erewash Community Safety Partnership to donate 50 bike locks.

100 Derby Road provides safe temporary accommodation for 12 young single men and women homeless or at risk of becoming homeless.

Fifty free bike locks and a number of bedding plants are amongst a list of the things received for the residents at 100 Derby Road thanks to the contacts made by Victoria Munro, Accommodation Officer.

In addition to that, Kevin Curtis from the Long Eaton Supported Accommodation Project: Canaan Trust also came to donate lots of bread rolls and dozens of eggs for our residents.

Last but not least, Erewash Borough Council delivered some surplus bedding plants to 100 Derby Road. Victoria, Accommodation Officer, said: "We have lots of lovely geraniums and other plants which will really help brighten us all up here".

Away Day

Tuntum staff got together at the half yearly away afternoon to listen to presentations from the Chief Executive, Richard Renwick and from two teams of post graduates based at Nottingham Trent University who were giving feedback on some project work they were doing. Staff also discussed how they could improve the organisation following the results of the staff survey carried out recently. All in all it was a very productive day.



We are proud of Chantelle



Chantelle Miller, our Senior Housing Officer delivered a key note speech at the 2018 NHF Future Housing Leaders Conference held in London in September. In front of over 200 people and Channel Four newscaster Krishnan Guru-Murthy she spoke about how she progressed in her career at Tuntum. She also wrote a very interesting blog published on the National Housing Federation website about the 5 Effective Ways to Get to Management. This is definitely worth a read.

Staff Shadowing



Tracy Morton, Finance Officer, and Ross Hindley, Senior Building Surveyor, kick start our shadowing programme introduced by our new HR officer Lauren Moss. Tracy spent the day working with Ross where she learnt all about dealing with contractors, looking at repairs, managing the Asset Management team including the Building Surveyors and Technical Administrator. Great to share knowledge and to improve working together!

Maintenance and Repairs

Your Safety is our safety – co-operating with us on Gas Safety will save lives.

To ensure your heating will work when switched on and to ensure your safety and that of others in your home, we maintain 100% up-to-date Gas Safety certificates for all our properties as required by law.

All appliances must be serviced each year and it is important we have your cooperation to do this. No access to your home is the biggest problem we have each year in trying to carry out this vital service and this puts your life and that of others at risk. To minimise the risk of not gaining access before the 12 month period expires, the servicing will now be carried out at least two months before the end of the 12 month period to allow enough time to gain access. If the suggested time is not convenient, you can re-arrange your appointment by contacting us or the contractor.

The gas contractor will write to you to notify you of the appointment.

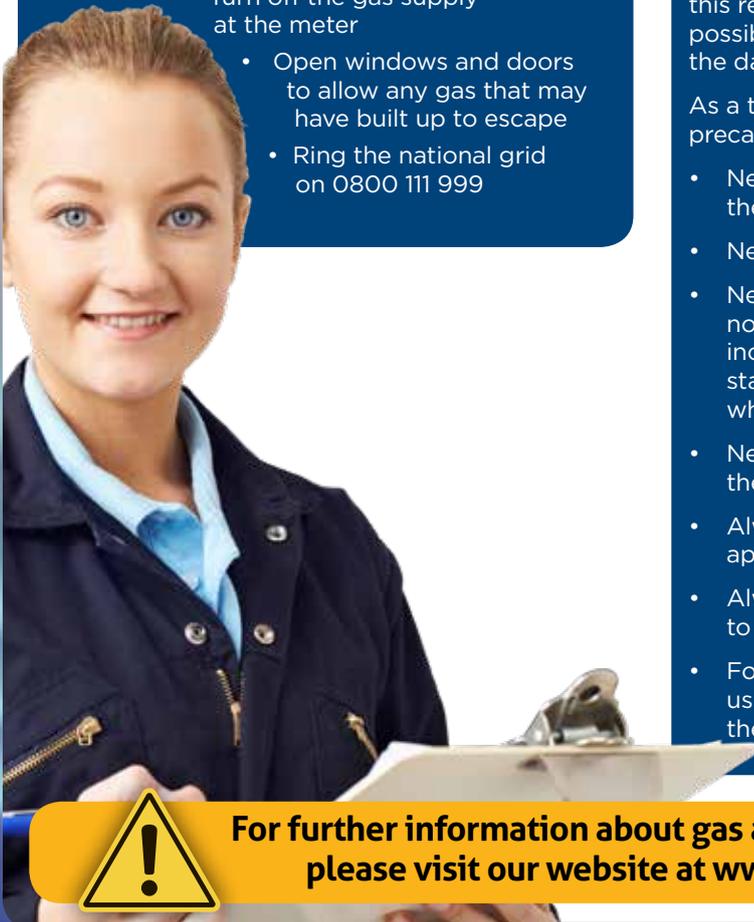
If they cannot gain access they will issue a calling card to let you know that they have been and will give you another appointment within 7 days of the missed appointment.

If they do not gain access on the second visit, the details will be passed onto our legal advisors who will issue you with a final written notice giving you a third appointment. It is important that you do respond as this will be the last chance to do so before full legal action is taken.

If access is not gained at the third visit your supply will be capped off to ensure that the appliance cannot be used until a safety check has been carried out. The case will then move the final stage where we will take legal action by seeking an injunction to gain access to your property. All missed appointments, capping costs and legal costs incurred in attempting to gain access will be recharged back to the offending tenant. This can be in excess of £1,000 if we were to seek an injunction. We will be adopting a zero tolerance approach as the risk of losing your life or that of others is far more costly than the minor inconvenience of giving us access to protect your own safety.

If you smell gas

- Do not turn lights or switches on or off
- Do not light matches or cigarettes
 - Turn off the gas supply at the meter
 - Open windows and doors to allow any gas that may have built up to escape
 - Ring the national grid on 0800 111 999



Carbon Monoxide

We service all gas appliances every year, and this reduces the risk of any problems as far as possible. However, it is important to be aware of the dangers of carbon monoxide.

As a tenant, you should take the following precautions:

- Never block the air vents in your home, as they provide the air needed by appliances
- Never block outside grills
- Never use a gas appliance if you think it is not working properly. Signs to look out for include yellow or orange flames, soot and stains around the appliance, and pilot lights which frequently blow out
- Never use a rotary ceiling fan in a room at the same time as a gas appliance
- Always allow us to service the gas appliances in your home
- Always use a Gas Safe registered engineer to install and service your gas cooker
- For your safety, it is important that you tell us if you need to sleep in a room where there is an open-flued gas appliance



For further information about gas and carbon monoxide please visit our website at www.tuntum.co.uk

Focus On Current Developments



Marmion Road, Nottingham

Providing more homes

With already 1,400 properties, spread across 11 local authorities we continue to deliver on the government's ambition to build more homes. All our homes are developed primarily using a combination of some capital subsidy from central government (approximately 25%) and funds we borrow from various banks and pension funds. The subsidy is paid through Homes England and we repay the funds we borrow from the rents we collect. Most of our homes are for rent but we also develop some houses that we sell on a shared ownership basis.

During this year we have finished 17 new bungalows at the former Lord Nelson pub site, as part of the regeneration of the Bulwell area in Nottingham and delivered 18 homes for rent and 10 homes for shared ownership sale in Park Hall Road, Mansfield Woodhouse.



Lord Nelson, Nottingham

Tatiana Woolley, our temporary Engagement and Communications Officer, visited the Bulwell bungalows and spoke to a few tenants: "I was incredibly taken by the high level of satisfaction of the tenants. They were happy, settled and very pleased"

New homes to be completed shortly...

We are also very close to completing ... homes on Marmion Road, in Thorneywood, Nottingham. The development has 8 two bed houses for sale on a shared-ownership basis and 18 houses and flats for rent. Like all of our vacant properties these will be let through the City Council's Homelink website www.nottinghamhomelink.org.uk

More homes planned for 2020.

We have also obtained board approval for 33 new homes in Mansfield Woodhouse. These will be completed by early 2020.



Marmion Road, Nottingham

Supporting Awareness

Tuntum proudly supports prostate cancer awareness with sponsorship of the FAB Mens Group Annual Fundraising Dinner held at the Nottingham Council House. Chief Executive, Richard Renwick, was one of the guest speakers.



We Are Tuntum

We are turning 30 soon, and as we are running a campaign called #WeAreTuntum to show the world who Tuntum's friends and supporters are.

We are looking for tenants who are willing to show their appreciation for Tuntum and have their picture taken to support our campaign. If you would be happy to do this, contact us on 0115 916 6084 or email us on tatianawoolley@tuntum.co.uk and we will arrange to take your picture and your testimony.



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

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