



# ENGAGE

WINTER 2018



## Tuntum is 30 years old

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### **New Staff**

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is our new Resident  
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# Debbie says...

## How do I keep myself and my belongings safe over the festive period?

**If you're opting for an artificial tree**, make sure it's fire retardant and keep all trees away from heaters and radiators.

**Always check your Christmas tree light bulbs for any damage.** The bulbs should be low LED lights that conform to BS EN 60598 standards. Connect lights safely to the mains and avoid long trailing leads and using multiple extension leads.

**When it gets really cold**, and especially when you are away from home, you may want to leave your heating on low to avoid freezing pipes and condensation.

Also, remember December is **the most profitable time of the year for a burglar**. Please keep expensive gifts and wrapped presents out of sight.

**Keep your plans discreet** – don't tell everyone on Facebook and Twitter that your home will be empty until the New Year. You can purchase light timers that can be set to switch on and off so it looks like someone's home. You can do the same for radios and TVs.

**With these tips you can now enjoy a safe festive time with your family and friends.**

## Make rent your priority

If you have a tenancy with Tuntum Housing Association, we expect you to pay your rent regularly and on time.

If you choose not to make your rent your priority, you could lose your home.

Do not ignore it, please come and speak to us if you are worried about making your payments.

**Don't lose your home - pay your rent**



**Tuntum**  
Quality Housing - Community Renewal

# Welcome to Tuntum – New Staff

Sarita-Marie Rehman-Wall is our new Resident Engagement Officer, but she isn't new to Tuntum. Sarita did a year of voluntary work for us and knows Tuntum very well. Her role is to lead and support the successful production and delivery of resident engagement at Tuntum, ensuring that the voices of our residents are heard.

Sarita said: "Since the heart-breaking events of the Grenfell tragedy, my expectations are that the tenant voice will never again be ignored, and that in unison with my fellow colleagues at Tuntum, we ensure that resident engagement is embedded throughout the organisation."

Sarita is also a talented writer who kindly shared with us a poem she wrote and was shared all over social media on Housing Day to break the stigma of Social Housing.



## See The Person

Please do not look at me, like I'm something on your shoe  
So, I live in social housing, am I inferior to you?  
You know nothing of my life, so who are you to judge?  
Do you see me as unworthy? And so, you hold a grudge?

Please do not approach me, as if you are my friend  
When deep down in your psyche, you know it's all pretend  
I'm tired of your assumptions, your negativity is rife,  
Would it shock you if I told you, Social Housing saved my life?

Please do not attempt, to make me feel ashamed,  
I'm proud of my estate, I refuse to be defamed  
Why can't you see the person, behind your cruel perception?  
I can thoroughly assure you, it's a widespread misconception!

Please do not believe, all you witness on the news,  
'Sink Estates' and 'ASB', you let this form your views?  
Have you the ability, to see the wood for the trees?  
It's merely all a ploy, to bring social housing to its knees!

Please do not berate me, because I haven't bought my home  
I still have aspirations, and dreams all of my own  
I live my life for others, and helping is my high  
Although I'm not a homeowner, some things you cannot buy!

Please do not fear me, I will not steal your phone  
I'd rather tend my garden or potter around my home  
Talk to me, I'm human I won't give you a fright  
You might just come to like me, I swear I do not bite!

Please just see the person, behind your social stigma  
I'm human just like you, not some strange enigma  
The sooner you accept that, and then learn not to judge  
You might just see the person and lose that silly grudge!!

# Tuntum 30<sup>th</sup> Birthday Party

It was over 30 years ago that a number of community activists from Nottingham's black community set up Tuntum Housing Association with the aim of providing good quality housing and jobs for people from the black community in Nottingham.

Since then Tuntum has grown to become one of the foremost housing associations of its kind in the United Kingdom. It has achieved this position over the last 30 years by being willing to take bold and innovative steps to solve problems so that a difference can be made to peoples' lives.

This year, Tuntum celebrated its 30th anniversary with a celebratory dinner at the East Midlands Conference Centre, Nottingham. On the 7 December, staff, tenants, board members, city councillors and friends of Tuntum gathered to hear guest speaker, Professor Gus John, award-winning writer, campaigner and lecturer congratulated Tuntum on achieving this milestone.

Professor John spoke about the important contribution made to society by organisations like Tuntum, not just by providing good homes but also by giving vulnerable people specialist support and helping grow the economy.

Junior Hemans, Tuntum's Chair said *'Tuntum has achieved its success to date by remaining independent, being innovative and also by responding to people's needs all done with a strong social conscience.'*

Guests also saw on a screen, messages of congratulation from tenants, partners and other stakeholders including Cllr Graham Chapman, Deputy Leader of Nottingham City Council. At the end a specially commissioned video about Tuntum was shown. This was made by documentary film maker, Sharon Walia, a former staff member of the Association. This will be available for downloading from our website.



Also, available is a copy of the 30th Anniversary brochure which can be obtained by requesting a copy from [tatianawoolley@tuntum.co.uk](mailto:tatianawoolley@tuntum.co.uk)



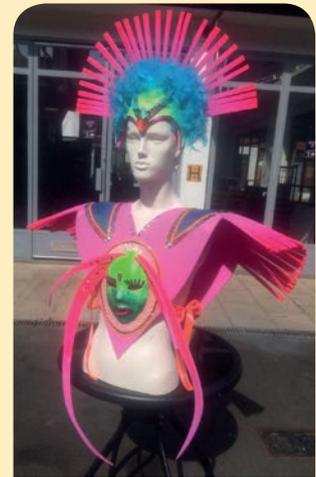
# Would you like to ignite your Masquerader?

Yasmin Long, a well-established, Nottingham-based carnival artist, and Tuntum Housing Association are offering all our tenants an opportunity to take part in Nottingham Carnival as part of an Arts Council England (ACE) project 'IGNITE the Masquerader'.

Tuntum have been involved in Carnival for many years and 'IGNITE the Masquerader' is a great opportunity to engage with our tenants during the carnival season. The project leader, Yasmin Long, is aiming to deliver a series of vibrant and exciting workshops which our tenants can get involved in.

Yasmin said: "I want to create a warm community environment making carnival art where Tuntum residents will have the opportunity to design and create wonderful costumes, headdresses and a float to perform in the Nottingham Carnival parade. This is a community project where the people involved can express themselves in a fun way through different creative activities and be in a welcoming and inclusive space. It would be wonderful to have a Tuntum presence in the parade showing art created to represent them. Participants can choose to perform their costumes in the parade or choose to only take part in the creative aspects."

Introduction to the project will take place in March 2019. Weekly workshops commencing shortly thereafter in various Tuntum residential spaces will make the activity accessible to everyone. If you want to take part in this project please contact Yasmin on [yasmin.long@hotmail.co.uk](mailto:yasmin.long@hotmail.co.uk)



## 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.

No deadline has yet been set but if you would like to be considered for the position you need to request

an information pack in order to register your interest. Please contact Tatiana Woolley, Communications Officer at [tatianawoolley@tuntum.co.uk](mailto:tatianawoolley@tuntum.co.uk) to request your pack.

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

# Syrian families and their children receive help from Tuntum

Tuntum Housing Association is currently helping 13 Syrian families as part of The Syrian Vulnerable Persons Resettlement Scheme (SVPRS).

Our two schemes are in partnership with Mansfield District Council and Ashfield District Council. They started in 2016/17 and they are currently housing 56 people spread over 13 families. The success of this project is based on the variety of services provided with it and the extra mile that Tuntum goes to ensure the families are settled down and integrated in Nottinghamshire.

As part of this scheme we prepare the houses prior to the families arriving, utilising local charitable furniture providers, along with other local suppliers. We welcome the families from the airport, and work intensively with them to

ensure they are registered with GP, local schools and colleges. We provide eight hours per week of ESOL (English for Speakers of Other Languages) classes topped up by two hours of English conversation by a local charity. There are workshops on food and nutrition to access the impact of certain foods on health and children's behaviour. There are also sessions for staff, partners and volunteers on mental health and cultural awareness.

Some of the outcome of this ongoing scheme can be seen in how well the families are engaging and integrating into society. Among all the successes we have, all children are attending local schools, with the schools committing to providing extra support to these children. We have some extremely gifted children currently attending, who are achieving results way above their ages. We have one adult currently in employment, three adults attending college, and four adults currently volunteering at schools and local charity shops, and foodbanks.

Richard Renwick said: "I was very pleased to meet in Mansfield Woodhouse two recently arrived Syrian families, straight from the refugee camps in Jordan. They have been living away from their homes in Syria for over five years and not seen many of their close relatives for that long.

They have been through traumatic times and were very grateful for the support the Tuntum team provided which was very comfortable and safe compared to the camps they were living in previously. Under the Home Office funded programme, we, along with other registered providers are providing accommodation and support to 13 Syrian families."

But our successes don't stop with the integration of the families within British society. The programme has created strong partnership work between local services such as job centers, GP surgeries, ESOL providers, schools, police and fire service and local mosques and the scheme. They have all come together to ensure these families feel welcome and part of their local communities. One of the children took part in Channel 4 programme "Secret Life of a 4 Year Old", and two families were interviewed by Gem 106 as part of "Cash for Kids" Christmas campaign, both programmes will be aired later this year.



Syrian students receiving their ESOL certification



Syrian family meet Richard Renwick, CEO



Syrian families visiting the Police



Syrian children trip to seaside

# Tenant's Annual Report 2017/18: how we performed



Target  
currently met



Failed target  
but within tolerance levels



Failed target  
by more than 10%

General Needs Housing	TARGET 2017/18	PERFORMANCE 2017/18	TARGET 2018/19
Current rent arrears	3%	3.24%	3%
Rent collection	100%	99.85	100%
Voids	1%	0.77%	1%
Former Arrears	0.50%	0.41%	0.50%

## Specialist Housing

Current rent arrears	2%	0.90%	2%
Rent collection	100%	87.20%	100%
Voids	4%	3.53%	4%

## Health & Safety

Current gas safety certificates (CPI2)	100%	99.80%	100%
Safe water – (Legionella)	100%	100%	100%
Asbestos surveys – undertaken for properties built pre 2000	20% per annum	20%	20% per annum
Fire (Full compliance) – Undertake Risk Assessments and Implement Recommendations	100%	98%	100%

## Reputation

Overall satisfaction	85% +	89%	85% +
Repair satisfaction	85% +	77%	85% +
Rents give VFM	85%	83%	85%
Tenancy turnover	Below 3%	1.34%	Below 3%
Re-let time	21 days	23 days	21 days
Response to complaints	90%	91.67%	90%

## Repair response times:

Emergency	100%	99.10%	100%
Urgent	90%	95.40%	90%
Routine	90%	96.60%	90%
All Repairs	93%	96.60%	93%
<b>No. of properties surveyed</b>	10%	20%	20%

# Don't let fire ruin festive cheer this Christmas

Christmas dinner, wrapping presents, decorating your home – there's lots to think about this Christmas. But one thing that we are urging our residents to do is to put top of their Christmas lists this year, is fire safety!

While fire safety is vital throughout the year, the extra distractions of Christmas make it especially important to be vigilant during the festive season. This is why Tuntum is asking people to take extra care over the festive season to ensure that their families and loved ones are protected from fire.

To ensure you have the merriest of Christmases, ensure you place candles in suitable holders and away from curtains, never leave cooking unattended and, of course, test your smoke alarms. The colder weather brings its own menaces too. Take care when using portable heaters or open fires to keep warm.

Here are some simple tips from the national fire safety campaign to help you and your family enjoy the joys of Christmas safely:

- **Ensure you have working smoke alarms installed on all levels of your home.** Working alarms can give you the vital time needed to escape in a fire. Test your smoke alarms regularly and never remove batteries!
- **Never leave cooking unattended.** The majority of fires start in the kitchen so this is a high risk area. Many of us enjoy a merry tippie over the festive season but be sure to avoid cooking whilst under the influence of alcohol. Always turn off kitchen appliances when you have finished cooking.
- **Never leave burning candles unattended.** Keep candles out of the reach of children, and away from decorations, cards and wrapping paper, fires, lights and heaters.
- **Put your cigarette out, right out.** Make sure your cigarette is fully extinguished and take care when under the influence of alcohol or tired. It's very easy to fall asleep while your cigarette is still burning and set furniture alight.
- **Never use heaters to dry clothes.** Heaters can start fires when things are placed too close to them. Keep them well away from curtains, clothing and furniture.
- **Don't overload sockets.** Ensure only one plug per socket. Always turn off plugs when they are not in use, except those that are designed to be left on, like freezers.
- **Ensure you switch off fairy lights** and unplug them before you go to bed or leave the house. Check your Christmas tree lights conform to the British Standard (BS EN 60598) and are in good working order before use.
- **Always use an RCD (residual current device)** on outdoor electrical equipment. This safety device can save lives by instantly switching off the power if there is a fault and can be found in any DIY store.
- Do something good this Christmas. **Test the smoke alarms of someone you know who may need help such as an older relative or neighbour** to ensure their safety as they are at greater risk from fire.
- Make sure that everyone in your home knows what to do in a fire – **in the event of fire you should get out, stay out and call 999.**



Watch the national fire safety campaign short Christmas Tree video at: [youtu.be/hMtjGfr0tYs](https://youtu.be/hMtjGfr0tYs)

From everyone at Tuntum Housing Association we wish you all a very happy and safe Christmas.

## CHRISTMAS OFFICE OPENING HOURS

<b>Monday 24 December</b>	open 9am to 5pm
<b>Tuesday 25 December</b>	closed
<b>Wednesday 26 December</b>	closed
<b>Thursday 27 December</b>	open 9am to 5pm
<b>Friday 28 December</b>	open 9am to 5pm
<b>Monday 31 December</b>	open 9am to 5pm
<b>Tuesday 1 January</b>	closed



If you have an emergency repair please call **0115 915 22 22**. This number should only be used where there is a danger to personal safety or risk of serious damage to your property.

You can also report non-urgent repairs using our online report a repair form at any time, including when our office is closed.



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

### Head Office

90 Beech Avenue, New Basford, Nottingham NG7 7LW

0115 916 6066  
admin@tuntum.co.uk  
www.tuntum.co.uk

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