

ENGAGE

SPRING 2019

A group of people, including several men in suits and women in business attire, are gathered outdoors for a ribbon-cutting ceremony. They are holding long, bright blue ribbons that are being cut with scissors. The background shows a brick residential building with multiple windows. The scene is festive and celebratory.

Welcome to Churchfield Terrace

.....
Find out more about this exciting development

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Would you like to be the voice of Tuntum?



We are looking for tenants (men and women) to put themselves forward to be the voice of Tuntum. You will record the new greeting for the Tuntum answer phones.

What do you need to do?

Please ring 0115 916 6084 after 6pm. In the message leave your name and contact number with the recoding of the following message:

“Hello. My name is **(say your name here)**

Welcome to Tuntum Housing Association, how can I help you?”

If you are selected you will be invited to Tuntum’s head office to record a greeting with us. The tenants chosen to record the final messages will receive a £10 Love2Shop voucher each.

We are looking forward to hearing from you!

Welcome to our New Staff

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



Anna Oliver-Lawrence
Finance Assistant



Lama El Homssi
Assistant Floating Support Worker



Mark Vasey
Tenancy Management Officer

We are still looking!

Are you interested in becoming a Tenant Board Member?

We are looking to recruit a tenant or leaseholder 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, Executive Assistant to the CEO at 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.





Debbie says...

Using our website to report a repair is the quickest way!

As a Tuntum resident there are several ways you can report a repair: you can phone us, whatsapp us or, by far the easiest and fastest way is to report it online on our website.

It will take you less than five minutes to fill out the short online form, upload the picture of the repair, and send it through.

Quick. Easy. And you can do it when it is convenient for you; after work, after putting the kids to bed, or even if you wake up in the middle of the night and you can't sleep... you can do it then too!

Then, that's what happens after:

If your repair is urgent, we will carry out these repairs within 5 working days.

If it is non urgent, we will carry out these repairs within 21 days.

Don't forget, if you need to report a repair visit www.tuntum.co.uk

The only time you don't use the website is when your repair is **an emergency**. Then you will need to phone us and we will make contact within 24 hours.

So how do you know what's an emergency, urgent or non-urgent?

Emergency repairs

These are repairs which are needed to avoid serious health and safety problems or prevent serious structural damage to your home. They include: Serious fires, securing main doors or broken windows, leaks leading to severe water penetration/burst pipes, complete/partial loss of power or lighting, total loss of heating.

Urgent Repairs

These are non-emergency repairs. They include: roof leaks, leaks which are containable, non-emergency electrical repairs, general repairs to heating/hot water systems, general repairs to joinery and plumbing fittings where these constitute a health and safety problem.

Non-urgent Repairs

These are repairs which do not fall in to the emergency or urgent category. They include: minor plumbing repairs, repairs to fittings, plaster defects, replacing rotting windows and doors, Replacing fencing.

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



Report a Repair



Mending, fixing and replacing

This is what our Maintenance team have been up to in the 2018/19 financial year:



We replaced the windows and external doors to 51 properties as part of our Window and Door Replacement programme.



We have replaced 70 boilers.



We replaced the roof coverings to 22 properties, as part of the Planned Roof Replacements programme.



We completed and undertook repointing work to 22 properties as part of our External Wall Work programme.



We have upgraded 10 bathrooms.



We have upgraded 25 kitchens.

Welcome to our new residents

Churchfield Terrace

Welcome to our new residents from Churchfield terrace

In July 2018 we started working on the acquisition of Churchfield Terrace, and we can now proudly say: "It is ours!"

Churchfield Terrace's residents joined Tuntum and Stonewater, the previous owner, to celebrate the completion of the sale and transfer of the retirement living scheme in March.

Tuntum's Chief Executive, Richard Renwick, said: "We are delighted to have completed the transfer of this scheme. From our Nottingham base we are very much focused on our local community and we are thrilled to be able to extend our portfolio offering more support to Nottingham people with housing need."

"It was a wonderful afternoon to celebrate the transfer with residents, local councillors and Tuntum housing association. I hope the residents continue to enjoy their beautiful homes under new management."



Residents enjoying lunch after the handover event.

Churchfield Terrace, located in the Old Basford, Nottingham, is a retirement living scheme consisting of 35 self-contained apartments all with their own individual entrance. There are ground floor apartments for those with mobility needs and first floor apartments for those who can manage the stairs. About eight of the first floor apartments benefit from stair lifts.

This is what they said about the handover event: "We enjoyed being able to welcome our new landlord. The two housing associations worked hard to ensure that we weren't affected during the process of the transfer. It was a very smooth transition and we are all excited to start the new chapter with Tuntum."

Marmion Way

We are pleased to welcome the new residents at Marmion Way. The scheme was completed in December and all the properties are now fully let and sold. The scheme comprises of 26 houses and flats for rent and shared ownership sale. It was built by Starfish Construction with subsidy from Homes England. Jo Page, Head of Housing and Sales, said: "We are delighted to provide high quality homes for the local area."

This is what some of the new residents have to say about their new homes:



"My home and the area is really good to raise my children. I feel so lucky to have this new house. I want to thank Tuntum for my new home."

Judith



"This is the best thing that has ever happened to me and my daughter. I absolutely love my home! Saying thank you to Tuntum is not enough."

Elena



"My home is beautiful and really spacious. My kids are so proud of their home. I appreciate Tuntum for considering me. Before I was living in an overcrowded property. I have found peace at last."

Siqalisile



"My home is absolutely excellent! I'm so happy in my new home. I really did not like where I lived before and now at last I have my sanctuary."

Anna

New Tuntum vans means more effective work

Tuntum has added five new Vauxhalls vans to its fleet. The new vans will be used as mobile workshops by Tuntum's field-based engineers on an everyday basis.

Specially adapted for use by Tuntum, the Vivaro and Movano vans are all equipped with state-of-the-art technology, including remote ultra-sonic alarms, vehicle trackers and rear parking cameras. To transform the vehicles into true on-the-road workshops, each of them has been fitted with equipment such as racking, a split charger relay with battery, voltage inverters, WISA deck flooring and hand wash dispensers.

Steve Farnsworth, Senior DTO, Maintenance and Development, explains the benefits of the new vans: "The new vehicles will benefit the overall reactive maintenance operation in many ways.

"We're delighted that Tuntum Housing Association has chosen two of our class-leading vans to support their work across the community," said Derek Wilson, Vauxhall's Light Commercial Vehicle Director. "Both the Vivaro and Movano are practical and efficient vans that are certain to be great partners for the organisation's field engineers."



All vehicles are fitted with modern satellite navigation and tracking systems to improve on the efficiency of plotting routes to tenants. This should benefit in the length of time it takes to arrive at the location.

"Also the vehicles are kitted out with a variety of equipment such as on board Power 240 and 110 volts for power tools and lighting for dark nights. They also have better welfare facilities fitted, they have sinks with hot and cold water to wash after visits, enabling them to stay out on the road longer."

Richard Renwick, Chief Executive, said: "After exploring many different options we are very happy with the decision to upgrade our vans to the Vivaro and Movano models. Their operational efficiency will enable us to provide the best possible service to our customers."



The Vauxhall vans were supplied by local dealership Pentagon Nottingham. Pentagon Nottingham is one of Vauxhall's largest business hubs and has an excellent reputation for building strong relationships with local business in and around the Nottinghamshire area. Custom liveries by Blueprint Nottingham and accessories and racking by AutoRoofs Automotive Ltd helped to transform the vans from standard factory specifications to effective mobile workshops.



Paying Your Rent

Here are your choices

DIRECT DEBIT

Direct debit is one of the easiest ways to pay your rent. It's hassle free, no visiting of payment points or having to remember to pay your rent. Call us and we will set it up for you. We offer frequency of weekly, fortnightly, four weekly and monthly payments, on whatever day you choose.

RECURRING CARD PAYMENTS

A Recurring Card Payment (continuous payment authority) occurs when you agree for your debit card to be used as a regular form of payment towards your rent account. You agree a preferred payment date with us and we then take regular payments from your card to credit your rent account. By choosing this method you avoid the risk of bank charges as there is no penalty from your bank if you have no funds available on your preferred payment date. Setting up a recurring card payment is easy and hassle free. Just give us a call and we can set this up for you.

OVER THE PHONE

You can pay your rent over the phone via credit or debit card. Please be aware that any payment made with a credit card will have an extra 2.25% added to your payment to cover administration costs.

**CALL US ON
0115 9166066**



Are you fire safe?

Each year, more accidental fires in the home are caused by cooking than anything else. Cooking-related fires tend to result in the most non-fatal casualties and the second most fatalities (behind smoking products) so we need to make sure we are fire safe.

The national fire safety campaign's top tips for staying safe in the kitchen are:

- Don't leave cooking unattended.
- If a pan catches fire, don't take any risks – Get Out, Stay Out, and Call 999.
- Keep tea towels and cloths away from the cooker and hob.
- Take care if you're wearing loose clothing – this can easily catch fire.
- Avoid leaving children in the kitchen alone when cooking. Keep matches and saucepan handles out of their reach to keep them safe.
- Take care with electrics - keep leads and appliances away from water and place grills and toasters away from curtains and kitchen rolls.
- Keep your equipment clean and in good working order. A build-up of fat and grease can ignite a fire.
- Don't cook after drinking alcohol.
- Hot oil can catch fire easily - be careful that it doesn't overheat.
- Never throw water on a chip pan fire.
- In the event of a fire, have an escape plan in place.
- Don't take risks by tackling a fire.
Get out, stay out and call 999.
- Make sure you have at least one smoke alarm on every level of your home and test them regularly.



Great integration from our Refugee Futures families

Dara Ivekich, Service Manager for Refugee Futures, has been very busy creating opportunities for our refugee residents to get involved in.

Dara said: "We held a meeting with Tesco Hucknall staff to set up a regular monthly meeting with our clients to encourage them to meet up with their staff.

"Our clients would see for themselves what happens behind the scenes at a major retailer. This includes shadowing with store

staff, and looking at interview skills with HR staff.

"The families in Mansfield and Ashfield have been very busy attending the ESOL classes, which shows that the ESOL provision in these areas is outstanding, with high attendances. So they will really benefit from these chatting opportunity with staff from Tesco."

The families are going to be very busy in the coming weeks. They will be taking part in a Food and



Hygiene safety training, food markets within Ashfield District Council area and the women have been invited to join a Knit and Natter group in Hucknall.

Enough is Enough! Say 'No' to Domestic Abuse!

Did you know that domestic abuse is any type of controlling, bullying, threatening or violent behaviour between people in a relationship? It isn't just physical violence - domestic abuse includes emotional, physical, sexual, financial or psychological abuse. Abusive behaviour can occur in any relationship and both men and women can be abused or abusers.

What are the types of domestic abuse?

Domestic abuse can include:

- sexual abuse and rape (including within a relationship)
- punching, kicking, cutting, hitting with an object
- withholding money or preventing someone from earning money
- taking control over aspects of someone's everyday life, which can include where they go and what they wear
- not letting someone leave the house
- reading emails, text messages or letters
- threatening to kill or harm them, a partner, another family member or pet.

Domestic abuse can also seriously harm children and young people. Witnessing domestic abuse is really distressing and scary for a child, and causes serious harm. Children living in a home where domestic abuse is happening are at risk of other types of abuse too. Children can experience domestic abuse or violence in lots of different ways. They might:

- see the abuse
- hear the abuse from another room
- see a parent's injuries or distress afterwards
- be hurt by being nearby or trying to stop the abuse

They may not realise that what's happening is abuse. Even if they do, they might not tell anyone about it because they're scared of what will happen, or ashamed about what people will think.

Don't suffer in silence! Report it!

Domestic abuse or violence is a crime and should be reported to the police - there are also other organisations who can offer you help and support.

Call 999 if it's an emergency or you're in immediate danger. The police take domestic violence seriously and will be able to help and protect you.

Contact your local neighbourhood policing team if it's not an emergency: www.police.uk/

Or here are other organisations who can help:

English National Domestic Violence Helpline
0808 2000 247
www.nationaldomesticviolencehelpline.org.uk

Galop (for lesbian, gay, bisexual and transgender people)
0800 999 5428
www.galop.org.uk

Men's Advice Line
0808 801 0327
www.mensadvice.org.uk



Workshops and training for our residents:

What	Location	When	Contact
<p>Ignite the Masquerader!</p> <p>Tuntum in conjunction with Yasmin Long, Carnival Artist, will be offering a series of exclusive carnival making workshops for our residents and their friends.</p>	Tuntum Housing Association schemes	March - August	For more information or to book your place contact Yasmin Long at Yasmin.long@hotmail.co.uk or whatsapp/phone her on 07753 383 341
<p>Food Safety Level 2 training (Accredited certificate)</p> <p>Includes assessment leading to three year qualification, course handbook, certificate, buffet lunch and refreshments throughout the day.</p>	The Training Station, Harvey Road, Bilborough	01/05/2019 9.30am to 4.30pm (lunch provided)	To book: Call 0115 9166085 / 07849084727 or email your Resident Engagement Officer Sarita-Marie Rehman-Wall on: saritamarie@tuntum.co.uk
<p>Women in Construction taster workshop</p>	The Training House, Nottingham City Homes, Harvey Road, Bilborough	28/05/2019 9.30am to 2.30pm	To book: Call 0115 9166085 / 07849084727 or email your Resident Engagement Officer Sarita-Marie Rehman-Wall on: saritamarie@tuntum.co.uk
<p>Practical Face painting workshop</p> <p>Includes basic equipment and refreshments.</p>	The Training Station, Nottingham City Homes, Harvey Road, Bilborough	12/06/2019 10am to 12noon	To book: Call 0115 9166085 / 07849084727 or email your Resident Engagement Officer Sarita-Marie Rehman-Wall on: saritamarie@tuntum.co.uk
<p>Practical DIY sessions</p> <p>This half-day course covers basic plumbing, tiling, joinery plus tips to the prevention of mould and condensation. All attendees receive a free sink plunger, certificate and refreshments throughout the day.</p>	The Training House, Nottingham City Homes, Harvey Road, Bilborough	13/06/2019 9.30am to 1pm	To book: Call 0115 9166085 / 07849084727 or email your Resident Engagement Officer Sarita-Marie Rehman-Wall on: saritamarie@tuntum.co.uk
<p>Women in Construction taster workshop</p>	The Training House, Nottingham City Homes, Harvey Road, Bilborough	25/06/2019 9.30am to 2.30pm	To book: Call 0115 9166085 / 07849084727 or email your Resident Engagement Officer Sarita-Marie Rehman-Wall on: saritamarie@tuntum.co.uk

Estates Inspections: a chance to have your say!

Our Resident Engagement Officer, Sarita-Marie, has been going out on Estate Inspections with our Tenancy Management Officer, Mark Vasey.

Both, Mark and Sarita-Marie, have been able to listen to the voices of our residents regarding the issues that mattered to them. They were also able to meet with residents who stated that they were really happy with their homes. These estate Inspections are among a long list of inspections that will be taking place throughout the year.

Sarita-Marie says: “These inspections are your chance to raise any issues or concerns that you may have about your home or area. This is your Estate Inspection which is carried out to ensure that your home and area is the best place it can possibly be. We need your help to identify issues that matter to our residents so that we can do our very best to address them. You can also take this opportunity to meet me and see how you can get involved at Tuntum. Your voice matters, so please feel free to come and have your say!”

Please see the dates and times below to see when your Resident Engagement Officer and Tenancy Management Officer are in your area.

Burns Street, Arboretum Nottingham	10 15am 26th April 2019- outside of flats
Walton Street Flats Long Eaton	10 30am 1st May 2019 - Ground floor communal area
Kiln Place, Bulwell Nottingham	10 15am 3rd May 2019 - Kiln Place car park
Mount heights, New Basford Nottingham	10 15am 8th May 2019 - outside of flats
Millers Court, Radford, Nottingham	10am 10th May 2019 - outside of flats
Leroy Wallace Avenue Radford, Nottingham	11am 10th May 2019 - outside of number1
Biko Square & Canterbury Avenue, Hyson Green, Nottingham	10 15am 13th May 2019 - outside of Biko Square
Cardigan Close & Conway Close, St Anns, Nottingham	10 15am 17th May 2019 - outside of Bungalows 44-46
Clipstone Avenue, Arboretum Nottingham	10 30am 22nd May 2019 - outside of flats
Vickers Street, Mapperley Nottingham	11 30am 22nd May 2019 - outside of flats
Moorgreen Estate, Strelley, Nottingham	10 45am 12th June 2019 - outside of flats Pharoah court
Willow Bank Road Hinckley , Leicestershire	11am 14th June 2019 - Entrance of numbers 21-39
Cinderhill Road, Donbas Close & Odesa Drive, Bulwell, Nottingham	11 15am 24th June 2019 - outside of flats 1 Odesa
Bond Close Mansfield Nottingham	10 45am 28th June 2019 outside of number6
High Main Drive, Bestwood Village, Nottingham	10 45am 11th September 2019 outside of number51
Piccadilly Close, Mansfield Nottingham	10 45am 20th September 2019 - outside of number 22

Gone 'phishing'?

Do you receive loads of emails on a daily basis and you don't know who they are from?

Some are genuine and some are spam. Be very careful with those random emails as they can cause a lot of harm to your devices or to your bank account. Some of these phishing emails may look very genuine, but they are actually criminals trying to steal your money.

What is phishing?

This scam involves a fraudster sending emails at random, often to thousands of people at a time. The email claims to come from a reputable company such as your bank or credit card company.

The emails try to trick people into visiting a bogus website, usually by claiming you need to “verify” or “update” your details or “reactivate” an account. The criminal will attempt to get you to disclose personal

or financial information, which they will then use for their own fraudulent purposes.

Sometimes a phishing email doesn't include a link, but instead encourages you to fill in a form attached to the email and send it back to the fraudster.

How to avoid this type of scam:

Be wary of emails that:

- are unsolicited and supposedly come from a reputable organisation, such as a bank or credit card company do not use your proper name, but instead have a vague greeting such as “Dear customer” or “Dear Sir/Madam” request your personal information such as username, password or bank details
- have addresses which do not match the actual website of the organisation.

Do not open or forward emails which you suspect might be spam. Never visit a website from a link in an email and then enter your personal details, as the email could be from a fraudulent source

Be cautious about any unexpected changes to your bank's website which involve you being asked for more information than you normally provide. Check the website address – the login page on your bank's website address should start with “https”.

If you think you might have visited a phishing site and provided your bank account details, contact your bank immediately.



NOTTINGHAMSHIRE
Fire & Rescue Service
Creating Safer Communities



Do you know a **CHARLIE**?



Statistics show that certain people **ARE** known to be more at risk from fire in the home. **Do you recognise this person?**

Care and support needs
Hoarding and mental health issues
Alcohol and medication
Reduced mobility
Lives alone
Inappropriate smoking
Elderly – 65+

If you know somebody who displays one or more of these characteristics get in touch today – you could save their life.

You can contact us, to organise a **FREE** Safe & Well Check via **0800 022 3235**. Alternatively, visit our website **www.notts-fire.gov.uk** to make a referral.

we want to hear **your** voice

Here at Tuntum Housing we pride ourselves on providing the best possible services to all of our residents, because without you Tuntum would not exist.

However, we totally accept that at times we may not quite get it right first time. This is why we need you to come and join us in having your say on the services that matter to you!



Meet
with your
Resident
Engagement officer
Sarita-marie!

**Contact your Resident
Engagement Officer on:**

07849 084727

for a chat about how
YOU can get involved!

**“ We all have a voice and
together, we can make sure
that your voice is heard! ”**



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

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