

ENGAGE

SUMMER 2021



Healthy Improvements

Residents tell us about what's been happening
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on what goes in
Engage**

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to sign up to
MyTenancy**

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**Out and about
with Refugee
Futures**

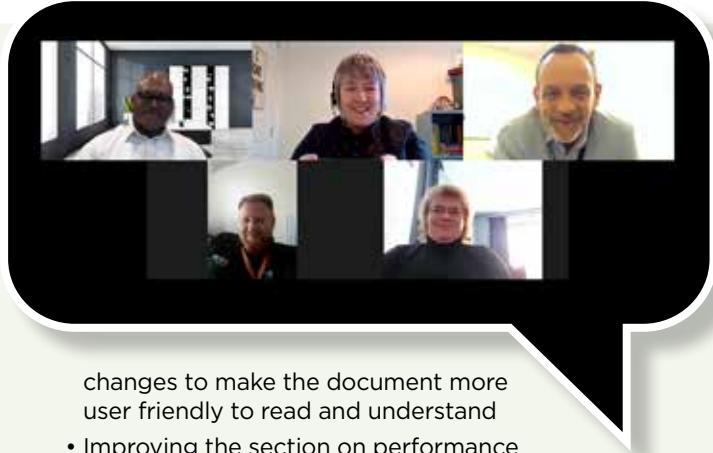
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Residents have their say

In the last edition of Engage we invited you to take part in a sounding board and consultation group to discuss the contractor standard, which will help us to improve the standard of service we provide. We were really pleased with how many of you got in touch and responded to the request for help. Residents were given the option of reviewing the draft document and providing feedback by email or attending a zoom consultation meeting. Christina, our Customer Excellence Leader, arranged zoom meetings morning, afternoon and evening to accommodate all participants. In these sessions residents were able to meet with Barrington, our Head of Asset Management, and Stephen, our Technical Services Manager, along with Christina. They all worked through the draft document and listened to the resident feedback throughout. There were also several residents that preferred to provide feedback on email, this was really useful too and gave us the chance to listen to even more of our residents. Thank you to Shareef, Chris, Val, Jules, Darren, Brian & Liz who all provided feedback on the document.

Following on from our consultations we improved the document by

- Making various grammatical and typographical



changes to make the document more user friendly to read and understand

- Improving the section on performance of contractors to be more clearly defined
- Defining more clearly the age limit for someone who is classified as a minor
- Making reference to safeguarding awareness like domestic abuse and how to report this
- Providing the contact number for the Support and Resolution Team within the document
- Referring to the general conduct of contractors specifically in respecting residents and their homes
- Improving the process for communicating with residents throughout the repairs process including informing them where we are unable to meet the original timescale so residents can track the progress of the repair
- Giving higher priority to vulnerable residents and defining what makes a resident vulnerable.

Magnify's next project: Engage

We had previously reported that the Magnify group were going to scrutinise our tenants' newsletter, Engage.

However due to circumstances with Covid-19 this hasn't happened as yet which means there's still time to get involved. The group will be looking at things like:

- Are people (residents / staff / Board members) reading **Engage**?
 - If not, why not?
 - If they are, what do they like or dislike about it?
- What would residents like to see included in the newsletter?
- How would residents prefer to receive the newsletter (by email or by post)
- Would residents be interested in being part of an editorial panel that produces the newsletter?
- How does the newsletter compare to that of other organisations?



- Is the newsletter value for money?

If you are interested in joining Magnify or if you would just like to send in some feedback on our newsletter then please email

ChristinaMorgan-Danvers@tuntum.co.uk. Previous issues of Engage are available at www.tuntum.co.uk



Make sure you register for our tenants' portal:

MyTenancy Online!

MyTenancy portal provides you with control over your personal information via a secure online portal that is available 24/7. You will be able to:

- View rent account detail
- View repair history
- Place repair requests
- Update personal information



Online Security

You can now view your data at any time with the assurance of maximum online security.



Self-Service Portal

MyTenancy provides you with control over your account security, including:

- Self-registration and email validation
- Forgotten password re-set
- Manual password re-set

In addition, you will be able to manage your personal information with MyTenancy's self-service features.



Rent Payments and Reporting Repairs

MyTenancy also includes features designed to promote digital independence, including:

"Make a Payment", a link to Allpay allowing you to pay your rent and help reduce your overall arrears levels. Please note it may take 1 working day for your payment to show within the portal.

You can also use the **"Request a repair"** option to report any maintenance issues along with supporting photos.

Since launching the MyTenancy portal we've had great feedback from the residents who have registered to use it. They find it easy to use and more convenient.

If you have a smart phone then hover the camera over the QR code below (or use a QR code scanning app) to go to the MyTenancy page and register now.



To **REGISTER** go to our website:

www.tuntum.co.uk

and click on '**MYTENANCY**'

Tuntum's SMS Text Messaging Service

This service:

- provides with 24/7 self-service capabilities via SMS text messaging
- allow you to enquire about your rent balance 24/7/365
- automatically sends you repair appointment reminders

All we ask is you ensure Tuntum has your latest contact details plus that you save the following number to your phones

07458 029 413 and call it
"Tuntum Messenger"

And to use the service simply text one of the commands below:

Text **RENTS** followed by a short message and one of the **housing officers will contact you**

Text **BAL** and you will get your latest **account balance**

Text **REPAIR** followed by a short message to **report a repair**

Text **CARD** if you want to **request a new payment card**

Text **DD** if you would like to **setup a new Direct Debit**

Get the heads-up on Headwize

We've rounded up some of the most frequently asked questions about the fantastic Headwize project.

What is Headwize?

The Headwize service as a whole works with 16-24 year olds and parents with 5-15 year olds who are from a BAME background and who live in Nottingham. However, Tuntum has agreed that the fantastic service can be extended to ALL Tuntum residents over the age of 16 no matter what their ethnicity or where they live.

How do I access the Headwize Service?

There are two ways to do this, you can:

1. Speak to a housing staff member who will tell you about the service and refer you
2. Go to the website www.headwize.org and you can self-refer to access the service using the online referral form. It will take approximately 15 minutes to complete.

What type of issues does the Headwize Mental Health Team deal with?

The Headwize team can help with a broad range of areas, including:

- | | |
|-------------------|---|
| • Depression | • Substance misuse & addiction |
| • Anxiety | • Stress |
| • Phobias | • Helping to leave a gang, and related problems |
| • Self Esteem | • Low mood caused by weight problems. |
| • Self Confidence | |
| • Low mood | |
| • Anger issues | |

I do struggle with issues but I don't think it's bad enough to be a Mental Health Problem. Can I still see you?

Headwize can offer coaching and mentoring for those who do not necessarily have a diagnosed Mental Health condition but are struggling. Developing coping skills at this stage is very proactive and is encouraged.

I have an issue but I'm not sure talking therapies would be right for me. Is there something else I can do instead?

Absolutely. There are a variety of different approaches that we can use or refer you to. For example: - improving physical activity and nutrition which is a crucial part of physical and mental health

- Song writing and music uses your creativity
- Playing sports and games help to create high performance states.



- Meditation, hypnotherapy and Neuro-Linguistic Programming (NLP).

Where do the sessions take place?

You can do phone sessions, zoom video calls, meet in person in the community, meet down the park, in a café, wherever you and the Wellbeing worker decide.

Are the sessions confidential?

Yes, all data is confidential unless you consent for it to be shared.

Am I able to speak to a female or male only?

Yes. On the referral form on the website, it will give you the option to be able to speak to a male or female or to say if you don't mind. You may get to see someone sooner if you choose 'don't mind'.

How long will it take for the Headwize Service to get back to me once I've sent the referral form?

Headwize aims to get back to you within 5 days for your initial assessment.

What are the hours of the service?

The service generally runs from 9am-5pm but will operate outside of those hours if you are working during those times.

I have more questions. How can I contact the Headwize Mental Health and Wellbeing Team?

The best way to contact Headwize is by email. The email address is headwize@tuntum.co.uk. You can also go to the website to get more information about the service at www.headwize.org

Development update



The development on Beauvale Drive, Cotmanhay, Ilkeston is nearing completion with the first phase becoming available for letting from mid-September 2021 and the final phase at the end of September 2021.

The development comprises 22 affordable rent homes: 13 x 2-bed houses, 7 x 3-bed houses and 2 x 2-bed bungalows. This scheme will mark the third new development for Tuntum in Ilkeston following the successful development of 10 houses at West Terrace last year and 9 houses at Stratford Street in April this year and consolidates Tuntum's position as a local housing provider in the area with Erewash BC.



Welcome to the team

Nkosana Mthimkhulu
Housing Services Manager



Supporting the Head of Housing, Nkosana will lead the Housing Services Team to deliver tenancy management services whilst maintaining excellent relationships with our residents and stakeholders.

"By leading the housing services team, I do not doubt that we will enhance and improve the customer experience offer. I am confident that I will have a great relationship with you (the customers of Tuntum), and together we will make Tuntum communities great places to live in."

Becky Henry
Executive Assistant to the CEO



Working closely with the CEO and the Board in a revised dual role, Becky will be responsible for ensuring Tuntum meets its corporate governance requirements whilst also leading on the organisations communications including social media and Engage.

"I'm excited to be working with the Tuntum Board and team again. I am keen to support with Magnify's scrutiny of Engage to see what improvements we can make."

Improvements within our Sheltered

Healthy Roots project blossoms

Healthy Roots is a lottery-funded project that delivers health and well-being support to residents in our sheltered housing complexes – Lyn Gilzean Court, Balisier Court and Churchfield Terrace.

It uses a multi-disciplinary approach, delivering a program of innovative therapeutic packages to provide positive experiences and support during the Covid pandemic and coming out of lockdown with confidence and assurance.

The project aims to engage, stimulate and empower residents to bring about positive changes in feelings of well-being and resilience.

All three schemes residents identified

having a garden / outdoor space to relax, retreat and socialise as important. This resonated with the known benefits of outdoor and green spaces for mental and physical health and feelings of well-being.

Residents have shaped their respective gardens by working with the project facilitator, Jennifer, therapeutic gardener Audrey, and counsellor eco-therapist Clare.

Residents have led on

the ideas for the activities in their gardens, stating how they wanted to use the gardens and what they wanted in them, from furniture to colourful flowers.

Lyn Gilzean residents have grown many of the plants in the raised beds and containers from seeds. Their courtyard garden has been transformed.

Balisier Court residents, especially John, have cut and cleared overgrown plants to reveal a lost garden. Churchfield Terrace residents have worked together as a team to create a colourful haven that has stunned their visitors.

"This is my forever home; the garden just makes it perfect."



Renovated pond at Balisier Court



Volunteer resident John from Balisier Court



Rob at Churchfield Terrace has designed and built a fantastic trellis screen around the central bin store for climbing roses and winter clematis.

"It's fantastic; it's made it (the bin store) a lovely feature – it's really good."

The gardens have been transformed – residents are using them, socialising, getting to know their neighbours; they are meeting places.

"I met three new people in the garden today, I didn't know they lived here and I've been here a year!"

Should we go into lockdown again, the gardens will provide a nurturing place for residents.



Lyn Gilzean residents have also learnt about houseplants and were gifted plants for their flats. Inspired and enthused, they now care for the plants in their lounge. With further funding, the project hopes to roll out houseplant workshops to all residents.

"Caring for and having houseplants in my flat has made me feel calmer, and I'm sleeping better."

The project also funded a day trip to Matlock for 12 residents from Churchfield Terrace and Lyn Gilzean. They travelled by minibus and had a lovely day exploring the Derbyshire town after spending so much time at home over the last year due to Covid.

and Specialist Housing



Relaunch of Imaani House

At the end of July, the residents at Imaani House had a BBQ to celebrate the completion of the recent refurbishment works and the changes put in place at the scheme following resident feedback.



New garden furniture at Imaani

WiFi in each room, enabling residents to relax in their own space and new garden furniture to create opportunities to socialise and unwind with each other.

Following feedback from residents, Syreeta Davis, the newly appointed Service Manager for Specialist Housing, has been holding more regular meetings with residents and hosting activities such as a housing workshop, cultural cooking, and planning and IT workshop.

The latest BBQ coincided with National Friendship Day, and so they invited the resident's family and friends. Three local councillors Angela Kandola, Toby Neal and Shuguftah Quddoos talked to the residents about housing issues and difficulties using the local Home Link service.



At Tuntum, we are tenant and customer-driven and welcome new ideas from our residents. If you live in one of our schemes and have any feedback on areas you would like to improve or suggestions for well-being activities, please get in touch.

As well as a three-course BBQ meal including desserts baked by the residents, the attendees enjoyed face painting and free Trauma Discharge Therapy (TDT), provided by Doerte Tetley, a Support Worker in Mental Health Services. TDT works on the nervous system, helping the body discharge any forms of trauma in a safe & gentle way by applying the three primal forms of touch: compression, rocking and stroking.

All the residents enjoyed the event and asked if Tuntum could do more in the future.

"The food was amazing. I hope we do more events like this."

"It was nice being able to cook and enjoy this day with everyone. I am happy I took part."



New kitchenettes and showers installed

National Doughnut Week fundraiser

The residents at Imaani House wanted to fundraise for a local sickle cell charity.

The local Aldi store to the scheme in New Basford kindly donated a tray of fresh plain doughnuts in time for National Doughnut Week. The residents then decorated and packaged them and sold them for £1 each.

They raised £39, which they sent to Sickle Cell & Thalassaemia Support Project in Wolverhampton. You can find out more about their work at www.sctsp.org.uk/.org.uk



Eid celebrations

Residents at Imaani House came together to mark the end of Ramadan, Eid al-fitr, by enjoying cultural food and drinks together.

Eid al-fitr marks the end of a month of fasting from dawn to sunset and spiritual reflection and prayer.

Communal room refreshed

The residents at Churchfield Terrace chose the fabric for the furniture in their new communal room. We think it's helped make a lovely space for socialising and relaxing in.



Refugee Futures at Rhubarb Farm

by Nicole Wood, Engagement and Employability Support Worker



Every employee at Tuntum has to have a Social Values Day each year, volunteering within the community. At the end of June, fellow Refugee Futures team member Karolina and I, pulled out our wellies, well trainers, to spend our Social Values Day at Rhubarb Farm.

The Volunteer Coordinator, Helen, welcomed us and told us a bit about what they do.

"Rhubarb Farm is a horticultural-based environmental social enterprise, in Langwith. We provide a wide variety of services including work placements, training and volunteering opportunities to people with long-term issues, or people who want to learn about growing their own fruit and vegetables. We offer support to people who are: ex-offenders; those who have

mental ill health or physical ill health issues; learning or physical disabilities; dementia; school students struggling with their behaviour at school; recovering drug or alcohol misusers, or ex-service personnel with PTSD.

Everyone who comes to Rhubarb Farm is a volunteer, no matter what their needs or abilities and everyone can make a contribution."

Helen showed us around the farm and we were impressed with the amount of fruit and vegetables that were growing. We visited the pig pen and the hens before having a little look around the farm's shop where they sell some of their home grown produce and eggs as well as natural honey.

We got there on weeding day. So we helped one of their more experienced volunteers to weed part of the gardens and trim the hedge. It looked amazing afterwards and we both felt a sense of reward in being able to help. We both liked the very relaxed and friendly atmosphere at Rhubarb Farm and were happy to be able to make our contribution. We would recommend it to anyone!

To find out more about the scheme visit www.rhubarbfarm.co.uk



Sports sessions for refugee families

Staff from Refugee Futures teamed up with Express Coaching Services to offer some sports sessions at Titchfield Park in Hucknall for Syrian families during the recent school holidays. There was plenty for everyone to do, including archery, football, tennis, volleyball. Both staff and clients were very competitive, and enjoyed a picnic afterwards.



What is overcrowding?

This is the condition where more people are located within a given space than is considered tolerable from a safety and health perspective.

If your accommodation is much too small for your household you may be considered to be living in overcrowded conditions under the law.

There are two ways to calculate if you are legally overcrowded:

- The 'room standard': look at the number and sex of people who have to sleep in the same room
- The 'space standard': measure the amount of space in your home and the number of people living in it.

The Room Standard

Your home is overcrowded by law if:

- 2 people of a different sex have to sleep in the same room
- They are aged 10 or over.

The exceptions to this rule are:

- Cohabiting or married couples, who can live in the same room without causing overcrowding
- Children under the age of ten, who are completely ignored in the calculation.

Any room you can sleep in counts, not just bedrooms. Living room, dining rooms and studies count as rooms you can sleep in, even if you don't actually do so.



Example

A couple with a boy and a girl aged under the age of 10 in a one bedroom flat are not overcrowded (because the children are ignored.)

The Space Standard

There are two ways to work out if you're overcrowded using the space standard.

First count the number of people in your home:

- Don't include children under 1 year old
- Children aged 1 to 9 years count as a half
- Anyone aged 10 or over counts as one person.

Next, count the number of rooms or measure the floor space of each room.

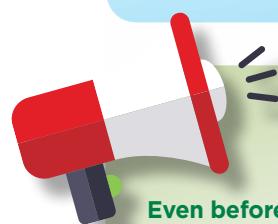
Don't count any room that is:

- Under 50 square feet or 4.6 square metres
- Not a bedroom or living room

As a general rule, the number of rooms considered enough for your family is:

- 1 room = 2 people
- 2 rooms = 3 people
- 3 rooms = 5 people

If you have done the above and feel your home is overcrowded please do not hesitate to contact us on **0115 916 6066**. We would be happy to help and support you.



Noise Pollution in Lockdown

Even before the COVID-19 pandemic, neighbour disputes were a common complaint issue however there has been an increase across the whole country during the national lockdowns. This is understandable, as more people are spending time at home because they are working from home or shielding. When people are at home more, they tend to notice issues with their neighbours that they may not have otherwise.

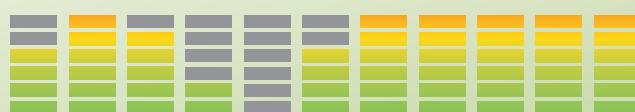
The most common disputes involve noise complaints. We must understand that whilst we are all at home more often, we should show some consideration but also tolerance of our neighbours.

We would always encourage residents to try and approach their neighbours where possible to resolve issues informally. When that has been tried and has been unsuccessful, we have a new tool at our disposal, the Noise app.

This mobile phone app can give us a better understanding of the problems that residents are facing. With noise pollution, it can be quite difficult to get an objective point of view as to the level of noise pollution, as everyone has different levels of tolerance. Something that is perfectly normal for one person, would be far too loud for another.

The Noise app takes sound recordings which are then sent to the investigating officer. The recordings are GPS tagged and help us to get a better understanding of the problem.

Whilst it's fantastic to have this app to help us manage noise pollution, the most important factor in resolving these cases, is understanding and being considerate to everyone that lives around you.



are you covered?

My Home Contents Insurance

Designed for tenants in social housing

Your Landlord does not insure your furniture and belongings and personal possessions.

However we are able to offer all our tenants the chance to insure their home contents and belongings.

Some of the benefits are:

- There are no minimum home security requirements (just a lockable front door)
- Covers replacement and installation of locks for outside doors or windows and alarms, if keys are lost or stolen
- Flexible regular Pay-As-You-Go payment options (fortnightly and monthly premiums include a transaction charge)
- Storm and flood damage is covered (excludes damage caused by frost or anything that happens gradually)
- Damage to fixed glass in doors and windows which you are responsible for is also covered
- Covers theft or attempted theft of contents in sheds, outbuildings and garages (up to £3,000)

Terms & conditions, limits and exclusions apply, a copy of the policy wording is available upon request.

info

For more information contact

My Home on 0345 450 7288

or email: myhome@thistleinsurance.co.uk

visit: www.thistlemylehome.co.uk

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Good to know...

We want to hear from you!



Contact our Customer Excellence leader if you want to give us any feedback, join our scrutiny group, Magnify, or simply want to have a say on a service that matters to you. Contact ChristinaMorgan-Danvers@tuntum.co.uk

National Domestic Violence

Freephone Helpline:
24-hour helpline **0808 2000 247**
www.nationaldomesticviolencehelpline.org.uk



Spring Puzzle Results

Thank you to all of you who set us your completed word searches. We hope you had some fun finding those spring words. A big shout out to the first two people who replied, Denise Wilson & Paul Harrison!

Do you prefer to receive emails?

Update your personal details in the MyTenancy portal and we can email you copies of Engage, the very latest news, details of training courses and opportunities in your area.



Summer Puzzle

Tuntum has long been a supporter of the Nottingham Carnival and so we were disappointed when it had to be cancelled due to Covid restrictions. Here are ten scrambled words to remind you of the sights, sounds and flavours of Carnival. Can you unscramble them? Take a photo of your answer and email it to ChristinaMorgan-Danvers@tuntum.co.uk and you might get a shout out in the next issue.

1. DRAPEA
2. GATES
3. SICMU
4. SCOUTME
5. EHT BANKMENMET
6. UNEEQ
7. ICNGDAN
8. REJK KENCHIC
9. CRIE DAN APES
10. NUF AFRI



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Head Office

90 Beech Avenue, New Basford,
Nottingham NG7 7LW

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

/TuntumHA
 /TuntumHA