

Door to Door

Your local tenant magazine

July 2018



Welcome to our latest issue! We hope you enjoy reading it. Thanks to everyone who recently requested a printed copy of the magazine. Remember, you can change your mind at any time and have *Door to Door* sent to you by email instead. Just call us on 0303 303 0003 or email tenantengagement@broadlandgroup.org. And, of course, we always welcome your feedback and ideas for future issues. Get in touch!



Building work starts at Carrow Quay

In June we celebrated the start of work on the first 60 affordable rent flats at Carrow Quay. Among the guests were Councillor Gail Harris, deputy leader of Norwich City Council, and Clive Lewis, MP for Norwich South.



By 2020, the new riverside development will provide 323 homes – a mix of affordable rent, shared ownership and open market apartments, all with 1 or 2 bedrooms.

Andrew Savage, our Executive Development Director, said:

“It’s taken us 9 years to get to this point and we’ve got a long way to go, but we have a passion to get this site built now and we have a cracking team – the contractors and site managers are superb.”

Councillor Harris, who is also the cabinet member for social housing, said:

“I’m especially proud that the city council has played an important part in helping this housing development move forward with a grant from our Right to Buy receipts.

“I very much look forward to seeing the development complete and with everyone moved into their new properties.”



Clive Lewis, MP for Norwich South, added:
“I’m a passionate supporter of social housing and this new development is great news for the people of Norwich. These new affordable rent flats will not only provide much-needed homes, but also stability in people’s lives.”

There were many hurdles to overcome to reach this milestone. Most recently, construction work had to be halted while an unmanned bomb-detecting unit scanned the building site for an unexploded bomb! Andrew explained:

“Apparently several Second World War bombs fell in this area but were not accounted for, so we needed to check that everything was safe for work to continue.”





Look out for your reminder about fire safety, which we'll be sending you shortly.

We'll also be displaying posters in communal areas. These show the detection/warning systems in your building and what the various colour-coded signs mean.

It's our legal duty to reduce the fire risk our flats and housing schemes, and ensure that you can escape in an emergency. There's lots you can do, too, to make your home safer from fire risks – particularly by keeping communal areas free of bicycles, pushchairs etc. See our website for more fire safety tips.

'Greener' windows and doors will cut fuel bills

Starting this year, we'll be replacing older PVCu windows and doors on our properties with new systems containing more than 50% recycled PVCu.

The new windows and doors are more energy efficient and will lower tenants' fuel bills. A local company, Asset Finline in Thetford, will carry out the work.

Our Group Procurement Manager, Barry Ashby, says:

"Asset Finline has a good reputation in the industry for quality of service and reliability and is well established in East Anglia. We've previously used their services and we're looking forward to further developing our relationship, working together to improve our homes. Using a local company will also have a positive impact on the local economy."

Asset Finline Director, Darren Sowter, says:

"Many of our staff live within the Broadland Housing area. It is particularly satisfying to work in our local community to contribute to providing more energy-efficient housing for local residents."

Making alterations to your property

Remember, if you're thinking of making any improvements or alterations to your property, you **MUST** get our permission first.

Alterations can range from installing a cat-flap or CCTV to adding a shed, fencing or a new kitchen or bathroom to your home. For large-scale projects, you will need to provide plans for the proposed work.

For more information or to request a permission form, please contact Customer Services on 0303 303 0003.



A warm welcome...

Some of you may be aware that Ivan Johnson stepped down as Executive Housing Director at the end of June, as part of his plans for a phased retirement. He will now be working 2 days a week as Group Improvement Business Advisor. On 16 July we welcomed Catherine Little to Broadland Housing as our new Executive Housing Director.



Catherine Little (pictured, left) said:

"I'm very excited to join Broadland Housing. I've spent the last 12 years working at Soha Housing, a housing association based in Oxfordshire. I believe strongly that housing associations are best when we work in partnership with local residents and communities."

Before working in housing, my experience included community development, working in adult and school education, and helping to found a credit union in Oxfordshire. I'm moving to Norfolk with my family and we are looking forward to joining you in this beautiful part of the country".

Community conversations – where it's all happening!

This summer we've launched our 'Community Conversations'. These follow up on the latest Star Survey, which highlighted that we could communicate with our tenants better. So, we're meeting small groups of tenants, 6.30-7.30pm, at a venue in their local community, rather than at our offices.

The idea is to listen to you and hear your views.

Our Chief Executive Michael Newey and senior members of our Housing and Repairs teams ask two simple questions:

- What does Broadland do well?
- What could Broadland do better?

So far we've visited Great Yarmouth and Lowestoft and we've had some really interesting conversations! We'll be coming to Holt, Dereham and other locations across the county over the next few months. Look out for your personal invitation soon.



Did you forget?



In the month of May alone, we had 202 missed repair appointments. And since each missed appointment costs around £75, that's a lot of time and money wasted...

To make sure you're home for a visit from our Repairs team:

1. Tell us if you've changed your contact details recently
2. Get in touch with Customer Services to rearrange your appointment if it's no longer convenient

Once you've booked a repair, if you've provided us with a mobile number, you'll receive a text confirming the appointment details. Add it to your phone diary or calendar!

GDPR update

We recently wrote to all our tenants about our updated Data Protection Policy and Tenant Privacy Notice. You can read these on our website, or contact data@broadlandgroup.org if you would like to receive a printed copy or large print version.

We also asked you to confirm how you wanted to receive Door to Door, your local tenant magazine.

Remember, you can change your preferences at any time.

Let us know if you wish to

- receive Door to Door by email (and help us protect the environment!)
- receive a printed copy or large print version
- no longer wish to receive it

Please contact data@broadlandgroup.org or
call 0303 303 0003
if you did not receive your letter



Community inspectors needed!

Is your scheme as neat, safe and tidy as it could be? Starting this month, we're looking for tenants who can help us look after schemes by reporting any damage or other problems where they live.

As a community inspector, you volunteer to walk round your scheme around 4 times a year. You will report any issues you find directly to your neighbourhood officer. Once a year you'll also have the chance to get together over tea with other community inspectors in your area.

Interested? Contact tenantengagement@broadlandgroup.org



Join our Digital Panel!

We need regular feedback so we can continually improve our services to you.

Join our Digital Panel to share your views instantly from a phone, tablet or home PC!

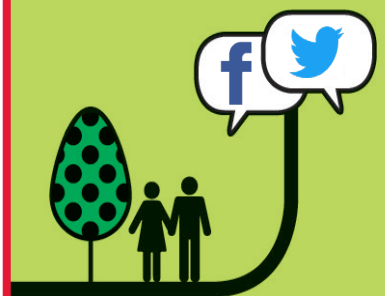
All we need is your email address. We'll send you online surveys on a variety of subjects - you can choose to answer as few or as many as you like.

Your views are really important to us and we'd like to get as many of you on board the panel as possible. **Sign up today - email tenantengagement@broadlandgroup.org**



Like & follow us online!

Did you know we're active on social media? Keep in touch with us from your PC, phone or tablet when you're at home or on the move. Like or follow us on Facebook www.facebook.com/broadland & on Twitter [@BroadlandHsg](https://twitter.com/BroadlandHsg) We're always keen to hear your views on social media, but bear in mind that we can only respond in office hours.



Out & about

We always enjoy visiting you and finding out more about what's happening in your community. This is also your opportunity to meet members of the Broadland Housing team and talk to us in person.

This year during Out and About we'll be sharing with you the various ways you can contact us, to help us improve the service we deliver to you under your tenancy agreement.

Dates for your diary:

25 July 1pm - 4pm The Towers, Brandon

26 July 10am - 1pm Eaton Old Hall, Norwich

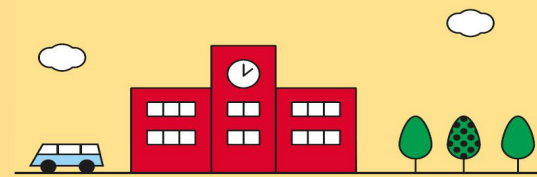
6 August 1pm - 5pm Dodmans Close, (block 1 & 6) King's Lynn

15 August 10am - 12pm John Beales Court, Hickling

22 August 10am - 2pm Haddow Court, Dereham

28 August 10am - 12pm Heigham Street, Norwich

12 September 2pm - 5pm Blything & Carlford Court, Worlingham



Remembering Richard and Mavis

Family, friends and Broadland colleagues have commemorated 2 longstanding tenant Board members. Special tree-planting ceremonies were held for Richard Hawthorn at Woodcote and for Mavis Wesley at The Cedars.

Friend and Woodcote resident Richard Headicar (pictured below, right) said of his friend Richard Hawthorn: *“Richard represented tenants on the Board, he spoke up for them. He believed there was always a best way forward and would seek reconciliation to solve problems. There was nothing a glass of wine couldn’t solve! Richard was a charming and loyal friend and sought the very best in human beings.”*

Molly Robb, who served as a tenant Board member and later on the tenants’ forum with Mavis, said: *“Mavis had a great career as a jazz singer and performed at Ronnie Scott’s club. She also organised a day of jazz every year on the river. Mavis was proud to represent Broadland tenants. She was a lovely lady and a good friend.”*



2017-18 Performance Report

We think it's important that we share with you how we are performing. Here is a snapshot of some of our key performance areas for the financial year March 17 - April 18.

We hope you enjoy reading more about what we have achieved during the year.

The number
of tenancy support
referrals was **198**



The
number
of ASB
complaints
was

268

The
average
re-let time was
20.64
days



The
number
of evictions
was **21**



— **102.63%** — of rent
collected
was available



The increase in
tenants paying by
direct debit was

39%



The number of responsive repairs completed was

18,722

93.2%

of repairs were completed at first visit

541

homes were let

315

homes were visited on Out and about

at 31st March 2018...

814



our Facebook page

154

tenants have joined our Digital Panel

Star Survey - ACTION

Our STAR survey is the one survey that we send out to all tenants, to get your feedback on our services and your home. We sent the last surveys out in May and December 2017, and we want to say a big thank you to you for completing them. Your views are important to us, and we've committed to doing some follow up work after last year's survey.

For those of you who told us you were very dissatisfied with both our overall service and your home, our Leadership Team (Michael Newey, Chief Executive and the other Executive Directors) contacted you and asked to visit you in person to learn about how we could improve what we do. The main issues raised were repairs and planned works, such as window replacements.

We also sent a short survey to tenants who told us they were dissatisfied. For those not online, we did the survey over the phone. This helped us understand more about what parts of the service you thought we could improve. The main feedback related to anti-social behaviour, repairs and overall communication.

Thank you to everyone who took the time to tell us more. We're now looking at the individual feedback and will be in touch if you told us about a specific issue. Please continue to tell us what you think about our service so we can improve what we do. You can get in touch via Tenants Online, Facebook or by emailing us at tenantengagement@broadlandgroup.org

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Get up to £50 FREE!

Ever wish you had some savings to fall back on? Norwich Credit Union has a special offer to get you started. From 1 September 2018, any Broadland tenant who joins the credit union and saves steadily for 3 months will get £25 added to their account.

And since Norwich Credit Union (which operates as Norfolk Save & Borrow outside of Norwich) currently has a free £25 offer for new members in certain postcodes*, you could qualify for a total of £50!



To earn at least a £25 reward, you need to:

- Be a Broadland tenant, aged 18+
- Join Norwich Credit Union for £1
- Start saving from September 2018

To apply, contact Norwich Credit Union ASAP and state that you are a Broadland tenant:

Tel. 01603 764904

Email office@norwichcreditunion.org.uk

www.norwichcreditunion.org.uk



Thumbs up for new garden

In April volunteers from Broadland, Aecom and Smiths of Honingham spent a day planting out the new communal garden at York Place, Dereham. The garden was created along with 6 new flats and 2 bungalows for over-55s when the scheme was recently extended.

Last year residents helped to design the garden, requesting waist-high vegetable trugs for easy access, plenty of shade and places to sit, and wildlife-friendly flowers.

The volunteers swung into action and the results got a positive response all round:

"People are so pleased to have a nice outdoor space where they can sit and chat!"

"It was really rewarding to see how much the residents appreciated their new gardens"



Meet our women operatives

Although most of our Repairs team are men, we now have three female operatives: Nikki Farrugia (gas engineer), Claire Walker (electrician) and Kay Gotsell (plumber).

Claire joined Broadland in 2016.

"When I left school I worked in Quantity Surveying. I did that for a few years. But I wasn't suited to office life. Dad was a builder so I always wanted to work outside. I decided to go for an electrician apprenticeship. I was 26 at the time, so most of the apprentices were younger than me, although there were a couple of older men too."

Claire works on planned maintenance – large-scale projects, such as installing storage heaters or working on the communal areas in a block of flats, which may take several months to complete: *"It's satisfying to work with your hands, to see a project through from start to finish."*



Above: Claire installing low-energy lighting throughout Sorrel and Campion House.

Claire has this advice to any women or girls considering this kind of work:

"Definitely go for it! I've spent a number of years in construction and there are more women now willing to go into the trades, it's not so male-dominated any more."

Nikki has worked at Broadland since May 2017.

"I've always been a bit of a fixer. I was very close to my granddad who was always tinkering with stuff, so that's how I caught the bug!"



"When I first left school, I went into catering – but I only lasted a year. It wasn't me. I did

all sorts of jobs: I worked at Butlin's and I was also at CostCo, on the tills, and ended up fitting tyres on their vans. I'd always done bits of home maintenance. So, in 2010, I was living in Essex and saw the council was offering apprenticeships in plumbing, heating and gas. I thought I might as well go and learn a trade..."

Nikki worked mainly in plumbing for other housing associations for 7 years before joining us:

"All the fellas here have been very welcoming. I shadowed team members for a while as part of my Broadland training."

As a gas engineer, Nikki does annual gas servicing checks for tenants.

"I like the fact that I'm never just in one place. I meet some very interesting people and hear some really interesting stories! I get lots of job satisfaction from keeping people safe, and making sure their boiler is set up and working properly is going to save them money."

Nikki also recommends other women and girls to think about working in the trades:

"We can do anything we put our minds to. Sometimes it makes you work even harder to show everyone you can do it well! Everyone I've ever worked with – from my training right through to now – has been very helpful."

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Summer's here!

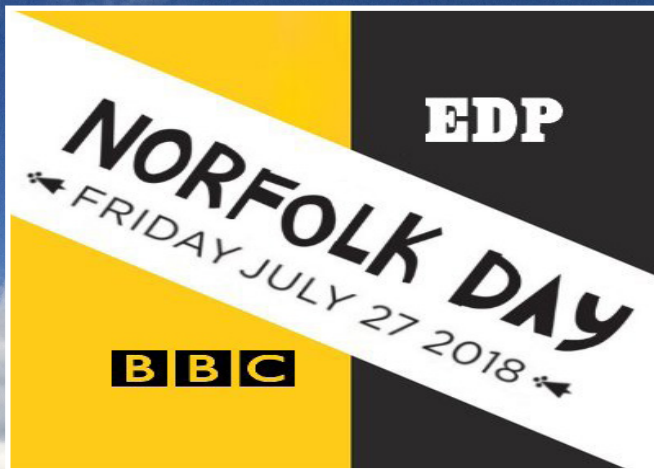
Be water-smart this summer and look after the environment too...

Save water with every flush... Pop a water-saving Hippo in your toilet cistern. You could save up to 3 litres of water each time you flush! Contact your Neighbourhood Officer for more details.

Carry a re-usable water bottle when you're out and about. Refill as you need - it'll save you money & cut down on waste. If you live in the Norwich area, look out for the Refill sign on shop & cafe windows



Join your local beach clean-up! As part of Better Together, we're looking for volunteers to help us keep our beautiful beaches free from litter. Make new friends at the seaside! Contact tenantengagement@broadlandgroup.org or contact your Neighbourhood Officer to get involved



Celebrate Norfolk Day!

The first-ever Norfolk Day (Friday 27 July) is a chance to celebrate your pride and passion for this unique county.

Towns, villages, businesses and other organisations throughout Norfolk will be joining in the fun.

There'll be lots of free events and money-saving offers on the Friday itself and over the weekend. Check out these websites for ideas to celebrate Norfolk Day near you:

- EDP 24
- Visit Norwich

Look out for our video on Facebook – where our staff will be sharing their favourite Norfolk things!



We are listening, get in touch



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