



# Door to Door

Your local tenant magazine

December 2018

## TOYS & TINS APPEAL

Transforming Christmas for families in need across Norfolk

A big THANK YOU to everyone who donated to our collections for the Salvation Army's Tins and Toys Appeal! We had a great response from tenants and staff. Our Better Together team are distributing parcels of festive food and children's presents to our tenants in greatest need. Thanks for spreading some seasonal cheer!



# Happy Holidays



Our Water Saving Project in Carlton Colville has been a great success. Working with a plumber from Essex & Suffolk Water, we've helped 7 families use less water and cut their bills. One tenant reduced her water usage from 49 to 31 cubic meters in the last quarter! Another tenant loved how the water-saving crystals kept his garden looking fresh during the summer. We're hoping to roll this project out to other schemes next year. All the families who took part received gardening vouchers as a thank you.

We are listening, get in touch



[broadlandgroup.org](http://broadlandgroup.org)

# Door to Door / December 2018

Thanks to everyone who offered to take part in our Tenants Online focus group. Your input will help improve this service and tells us how we can make changes to improve this going forward.

Congratulations to our two winners, who both won a Kindle Fire in our Tenants Online prize draw. Look out for the pictures on our Facebook page at Broadland Housing Group!

We're now putting the final touches to our new, bigger and better Tenants Online portal. From January 2019, you'll be able to manage your account, pay your rent, contact us direct, and book or reschedule a repair for your home. You'll even be able to upload photos of the issue. (Of course, you'll still be able to contact us in the usual ways if you prefer.)

Don't miss out. Register for Tenants Online today via [www.broadlandgroup.org](http://www.broadlandgroup.org)!



**Register today!**



## Contacting us over Christmas

We'll be operating a limited service over the holiday period. In case of emergency, please call our Customer Service line 0303 303 0003 and your call will be redirected to our out-of-hours service.

### Christmas opening hours (Norwich)

Monday 24th December	Closed
Tuesday 25th December	Closed (Bank Holiday)
Wednesday 26th December	Closed (Bank Holiday)
Thursday 27th December	10am - 4pm
Friday 28th December	10am - 4pm
Monday 31st December	10am - 4pm
Tuesday 1st January	Closed (Bank Holiday)
Wednesday 2nd January	Normal opening hours

Our area offices will be open 10am - 4pm on the following dates:

Great Yarmouth - Friday 28th December

Dereham - Thursday 27th December & Monday 31st December

King's Lynn - Thursday 27th December & Monday 31st December

See our website for normal opening days and hours.

## Make this Christmas different

Get together this Christmas day and enjoy a free Christmas lunch, entertainment and good company. Many charities and organisations organise events so you can celebrate with others and help people who may feel lonely.

### Christmas day events

**25 Dec**  
Open Christmas  
St Andrews Hall,  
Norwich, NR3 1AU  
11am - 5pm  
Free, no need to book  
Transport can be  
provided

**25 Dec**  
Open Christmas  
Marina complex, Great  
Yarmouth, NR30 2ER  
11am - 5pm  
Free, no need to book  
Transport can be  
provided

**25 Dec**  
Salvation Army  
Lowestoft, Battery  
Green Road, NR32 1EA  
from 12pm  
Book in advance on  
01502 539118

**25 Dec**  
Christmas breakfast  
St Augustine's church  
hall, Norwich, NR3 1DS  
from 10am - 12pm

**25 Dec**  
Holt Community Cafe,  
Kerridge Way,  
NR26 6DN 12 - 5pm  
Book in advance  
07519 323974  
holtcommunitycafe@  
talktalk.net  
Donations accepted

Every year, millions of people get into debt over Christmas. Credit unions can help you manage your finances by encouraging you to save as you borrow. Any Broadland tenant can claim a bonus of up to £50 for joining and saving regularly with Norwich Credit Union (known as Norfolk Save & Borrow in Dereham and Great Yarmouth). See [www.norwichcreditunion.org.uk](http://www.norwichcreditunion.org.uk) or call **01603 764904** for details. Remember, if you're struggling with money, talk to our Tenancy Support team who might be able to help.

**NORFOLK  
SAVE &  
BORROW**



 0303 303 0003 and select option 3

### Domestic abuse - how to get help

It's a sad fact but domestic violence rises significantly during the festive period.

The **National Domestic Violence Helpline** on **0808 2000 247** is open 24 hours a day.

If you are in immediate danger, call **999** and ask for the Police.

For local domestic abuse charities, you can search the Norfolk Directory [www.communitydirectory.norfolk.gov.uk](http://www.communitydirectory.norfolk.gov.uk) by keyword or postcode.

### Home alone at Christmas?

With all the season's celebrations, it's easy to forget that some people find this time of year difficult, especially if they are lonely or the weather is bad outside.

Simple things like popping in for a chat and a cup of tea, clearing neighbour's path of snow or helping with some shopping can make a big difference to their day.





Wishing you a safe and happy festive season!

## 12 days of Christmas safety!

- 1** Check your Christmas light strings before you hang them - discard any with frayed cords or loose connections. Replace bulbs with the correct wattage and voltage.
- 2** Buy good quality Christmas lights that meet UK home safety standards.
- 3** Switch off Christmas lights before you go to bed.
- 4** Don't overload electrical sockets.
- 5** Check outdoor lights are suitable for outdoors use (they should be specially insulated).
- 6** Never leave Christmas candles unattended.
- 7** If you have an artificial tree, make sure it's flame retardant.
- 8** Lock your doors and windows - burglary rates are always higher this time of year.
- 9** Consider a timer switch for lights to deter thieves.
- 10** Don't post your plans on social media so that criminals know your home is empty
- 11** Similarly, don't tempt thieves by advertising your Christmas shopping on social media
- 12** Protect children - only buy 'kitemarked' age-suitable toys and beware choking hazards (eg Christmas cracker toys).

● And remember to test your fire alarm!



## Recycle

### your Christmas

#### Christmas trees

Take your tree to the local council collection point or tip for recycling to make chippings for parks etc

#### Christmas cards and envelopes

Recycle with your paper waste or drop them in supermarket collection points

#### Wrapping paper

Do the 'scrunch' test - if it springs back it is foil based and can't be recycled. Otherwise, recycle with household paper waste

#### Batteries

Recycle batteries at your local supermarket. Or if you live in one of sheltered schemes, use the shiny new battery bins we've provided!

*Don't throw it away!*

More tips at [www.recyclenow.com](http://www.recyclenow.com)

