

Door to Door

Your local tenant magazine

January 2019

Happy new year!

We have lots of opportunities in 2019 for you to get involved and help us improve our services.

Thanks to everyone who came to our December event (right) and told us their priorities for action in their communities. This new tenant panel will be meeting again in the spring – let us know if you'd like to find out more. Meanwhile, our new Homes panel – focusing on repairs – will be meeting in Norwich on Thursday 17 January, 6-7.30pm and in Dereham on Thursday 25 April, 10-11.30am. Contact us at tenantengagement@broadlandgroup.org to book a place!



How do you want us to contact you?

Have you changed your mobile number or email address recently? If you don't tell us, you might be missing important information about your home.

We now send you all details of gas, electricity and repair appointments by email or text (unless you have asked us to only contact you by letter). This is part of Broadland's strategy to save costs and protect the environment. However, many of our emails to tenants bounce back or tenants tell our repairs team that they no longer use email. Other tenants who have asked for text messages sometimes can't open attachments (such as a PDF document) because they don't have a smartphone or a wi-fi connection.

To make sure you receive important messages from us, please tell us your communication preference: Call 0303 303 0003 or email tenantengagement@broadlandgroup.org.

Contacting Customer Services

Thanks to Tenants Online, you can now contact us directly with issues about your tenancy. For example, if you see fly tipping, let us know us ASAP so we can nip the problem in the bud.

If you do need to call Customer Services, remember:

- We can only take rent payments via our automated service – choose Option 1 (or use Tenants Online)
- For enquiries about getting on to the housing list, please contact your local council
- For refuse collection queries in the Broadland District Council area, please contact the council direct on 01603 430534
- If you have a problem paying your rent, email rent@broadlandgroup.org
- For Tenancy Support help, email tenancysupport@broadlandgroup.org

Meet the team!



Now we've filled our vacancies, we have some new faces in the team, which is (l to r): Anita, Christine, Debbie, Gias, Jason, Gill, Jo, Paul, Sandra, Sarah Good (Team Leader), Sarah, Sean, Sue Lake (Customer Services Manager)



House Exchange

House Exchange is a website designed to bring people together who are looking to swap their homes. Using the site is easy and free. Once you have registered and your details have been approved, your property will appear.



You will be able to:

- search for a property to move to
- advertise your current home and search for people who are interested in your property
- search for two way or three way exchange possibilities

Last year **526** Broadland Housing tenants used House Exchange, **18** were successful exchanges

28% of users were looking for a larger home

20% of users were looking to be nearer to family

Make the most out of your advert by adding as much information and as many photos as possible.



90% of successful swaps have more than 1 photo of their home

Register at
www.houseexchange.org.uk



Important: making improvements to your property

Please remember, you **MUST** get written permission from us before you make any changes to your home, property or garden.

To make this process easier, we have created a new online form for you to use. You can find and complete this on our website. Your area Property Surveyor will then liaise with you and our internal teams to make a decision on your request.

The following list contains examples of the kind of home alterations we would consider with permission:

- Installing a water meter
- Installing an external satellite dish
- Putting up a shed, summer house or scooter store
- Fitting a cat flap
- Installing CCTV
- Fitting laminate flooring

We are following up on works we find which have already been completed without our permission. In these cases, we will take steps to ensure you are meeting the terms of your tenancy agreement.



0303 303 0003



Welcome to our new-look Tenants Online!

More than 700 tenants are already using Tenants Online, including these 2 tenants who won Kindle Fire tablets in our recent prize draw. Both tenants said they found the new portal quick and easy to use. Get access to your account 24/7 - register today via our website.

1 Registering

Click on Tenants Online on our website to get to your Broadland Portal. To register, have your tenancy reference number to hand and follow the instructions on screen.

2 Dashboard

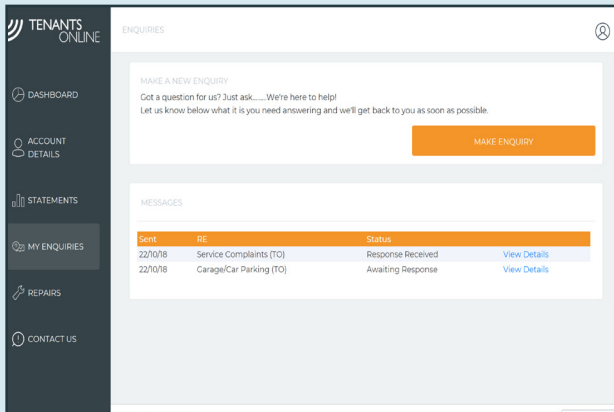
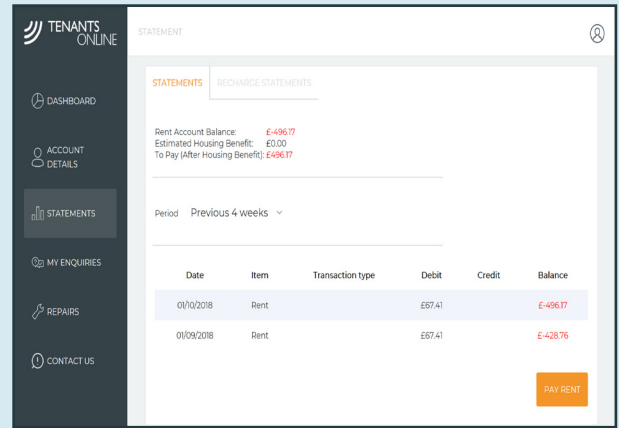
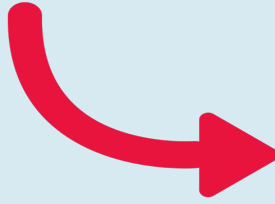
Once logged on, you can see an overview of your account, all in one place, on the Dashboard.

3 Account Details

You can change your Tenants Online password or contact information here - click on Account Details.

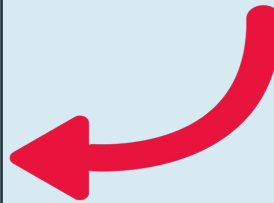
4 Rent Statements

See your latest rent statements - click on Statements. You can also check any extra charges you owe in 'Recharge statements'.



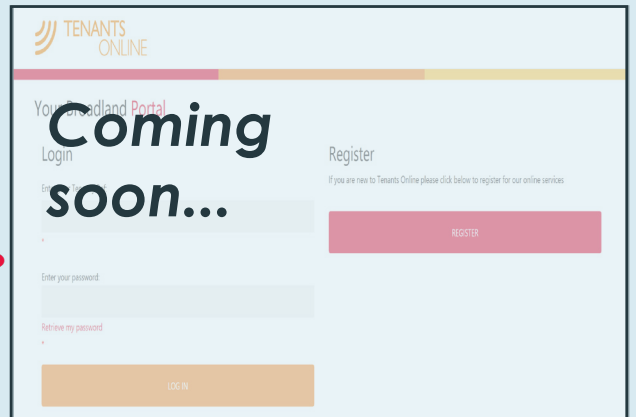
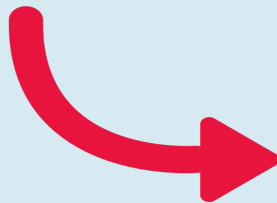
5 Enquiries

Contact us directly - click on My Enquiries. You can see the status of any previous enquiries here too.



6 Repairs

Log a new repair, check the status of an existing repair (for your home or a communal area at your scheme), or cancel/re-arrange a repair appointment.

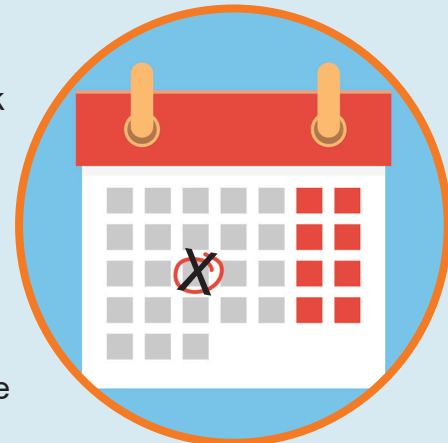


Missed appointment? Don't put your safety at risk!

It's our responsibility as a landlord to carry out regular gas and electricity checks of your home. If these checks aren't done, your home is at greater risk of fire, carbon monoxide poisoning etc.

Yet each week an average of 42 tenants aren't at home to let our repairs operatives in!

Soon you will be able to change your gas/electricity/repairs appointment to a day or time that's more convenient in seconds using Tenants Online. Meanwhile contact us asap on 0303 303 0003, option 2 to cancel or rearrange a date.



How can Tenancy Support help YOU?

Find out what the Tenancy Support team can do for you at our next 'pop-up' event. The team will be at Shipfield Community Centre, Norwich, on Wednesday 30 January, 11.30-1.30. Join us for lunch and a chat!



Kate Sadler is our Employment & Training Coach, who is able to give ongoing support, tailored to each individual. For example, Kate recently helped Miss E from Great Yarmouth to:

- claim all the benefits she was entitled to
- build up her digital skills
- write a CV
- identify her work skills
- gain self-confidence through volunteering

As a result, Miss E got seasonal work in Yarmouth and her employer has already invited her back for 2019! Miss E is now using her digital skills to claim Universal Credit while looking for another job.

Realise your potential!

In 2019 we're running even more free training courses with WEA, starting with our popular 1-day 'Realise your potential' course:

- 11 February Great Yarmouth office
- 12 February Dereham office
- 13 February Norwich (venue to be confirmed)
- 14 February King's Lynn office



The course will help you identify your employment training options, looking at your particular strengths and interests. For more details, call Kate Sadler on 01603 750128 or to book a place go to www.wea.org.uk.

Out & about in your area

Members of the Broadland team are visiting your neighbourhood. Find out all the different ways you can contact us and help us to improve our services for you and your neighbours. This is your chance to talk to us in person about what's important to you as a Broadland tenant and what's happening in your community.

Dates for your diary:

Wed 23rd Jan	10.30am - 1pm	Clyffe Cottages
Wed 23rd Jan	10am - 12pm	The Gatehouse
Thurs 24th Jan	1pm - 4pm	Bell Close
Tues 29th Jan	2pm - 4pm	Euston Court
Wed 6th Feb	10am - 1pm	Wilkins Court
Mon 11th Feb	10am - 1pm	Dewdrop Close
Thurs 14th Feb	10am - 1pm	Campion House & The Barn
Thurs 14th March	9.30am - 12.30pm	Bonds Meadow
Wed 20th March	11am - 1pm	Fairfield Road
Wed 20th March	10.30am - 1pm	Gamecock Close & Hartbee & Audax Road



We look forward to talking to you.

Start saving - and earning!

Need a new year resolution? It only costs £1 to join Norwich Credit Union/Norfolk Save & Borrow, and Broadland tenants can claim a bonus of up to £50 if they save regularly for at least 3 months!

Sign up at
www.norwichcreditunion.org.uk
quoting code BHA.



Fighting scams in Norfolk

Did you know that only 5% of scam victims actually report it? Broadland has now joined the new Norfolk Against Scams Partnership to help raise awareness of the dangers of this type of fraud and reduce the stigma about reporting it. We'll be working with organisations such as Friends Against Scams, Norfolk Constabulary and Trading Standards to protect tenants from scams, doorstep crime and online fraud.

Knitting for charity

During our Out and About visits, we saw a real sense of community at Bunnewell Avenue, Bradwell. Everyone looks out for one another, and the tenants hold regular cake and table top sales to raise money for charity.

Patricia has lived at Bunnewell Avenue since 1999. She likes to keep herself busy and knits dolls and animals, blankets for the cats and dogs at Battersea, and baby clothes and hats, which she donates to babies born on Christmas Day. She also sells some of the baby clothes and donates the money to a cancer charity. Patricia is an inspiration!



Plaque restored to former glory

When we were looking for someone to repaint our weather-worn Broadland Housing plaque at Oulton Court, Lowestoft, our tenant Charles stepped forward. Charles is a keen artist and he soon got to work, cleaning, painting and finally varnishing the plaque to seal it from the weather. It now stands proud outside the main entrance. Thanks Charles, from Broadland and all the tenants at Oulton Court!

Winter gardening tips

Recommended by our hardworking maintenance team:

Help the birds!

Provide water and fill up any feeding stations in the garden. If there isn't one, you could set one up yourself.

Tidy your beds

Clear flower beds of leaves and other general debris.

Get ready to compost

In a sunny area, build a compost bin from old pallet wood (or buy a new bin), ready to take all your cuttings, trimmings and leaves in the coming year. Once you have compost, use it on beds, hanging baskets etc.

Plan ahead

Now is a good time to check your garden tools in case anything needs replacing. Think about the work you'd like to do over the coming year and plan accordingly.

Order bulbs now

Get your summer-flowering bulbs, such as lilies, gladiolus etc, to plant out in early spring.

Install a water butt

This will give you a readily available store of water in case of summer droughts.

Coming soon...

2019 Gardening Competition

We had some stunning entries for our 2018 gardening competition – now we're looking forward to seeing your 2019 displays!

This year we'll be awarding prizes for:

- Best garden
- Best small garden
- Community garden
- Best vegetable garden
- Best use of recycling
- Hanging baskets/patio pots

Look out for more details and the competition dates in April's issue of Door to Door.



We are listening!

Here is some of the latest feedback from our Community Conversations around the region, and what we're doing about it. Look out for an invitation to a Community Conversation near you in 2019.

"Hedges aren't being cut"

We've now addressed this with the Estates Services team, who have added hedge-cutting to their maintenance schedule.

"Are communal fire alarms being checked?"

Communal alarms are checked monthly, but we encourage tenants to check their home smoke alarms regularly.

"We have to wait a long time on the Customer Services phoneline"

We have identified a technical issue that we have now resolved. However, we've implemented a full review of the phones system and will report the outcome to tenants.