



Door to Door

Your local tenant magazine

December 2019

Season's greetings!

Christmas is the season of giving and once again we are delighted to support the Salvation Army's Toys & Tins Appeal. Our staff will be distributing Christmas food hampers and gifts of toys to local families who would otherwise go without over the festive period.

A big thank you to all staff and tenants who donated to the appeal. Your generosity will make a real difference to families who are struggling financially this Christmas.



Christmas/New Year opening

Our Customer Services opening times are different over the festive period - see below. In an emergency, please call 0303 303 0003 to access our out-of-hours service.

Monday 23 December	Normal opening hours
Tuesday 24 December	9am - 3pm
Wednesday 25 December	Closed
Thursday 26 December	Closed
Friday 27 December	Closed
Monday 30 December	10am - 4pm
Tuesday 31 December	10am - 4pm
Wednesday 1 January	Closed
Thursday 2 January	Normal opening hours

Christmas fire safety

Don't let a house fire spoil your festive celebrations! This time of year creates more fire hazards than usual. Make sure you and your family stay safe. Follow these tips from Brian, our fire safety officer:



Candles

- Snuff out candles and tealights at night
- Never leave children or pets alone in a room with a lit candle
- Do not place tealights on a plastic surface
- Place candles away from real Christmas trees



Kitchen

- Don't leave pans unattended
- Take care when wearing loose clothing near flames
- Keep tea towels away from the hob
- Never leave children or pets alone in the kitchen



Christmas lights and gadgets

- Check cables and power sockets for damage
- Don't overload sockets - keep to one plug per socket
- Always use the correct charger! Never use a mobile phone charger to charge your vaping device



Portable heaters

- Keep heaters clear from curtains and furniture
- Never use heaters for drying clothes
- Switch off when not needed
- Do not leave heater unattended



And finally...

- Switch off and unplug electrical appliances that are not in use
- Shut all internal doors at night to stop a fire from spreading
- Test your fire alarm regularly! #TestItTuesday



Out & About 2019

Round-up

The final visits for this year have taken place as part of our Out & About campaign. With visits to schemes from Wisbech to Watton and Bodham to Bowthorpe, we have really enjoyed visiting your neighbourhood.

These visits are a chance for you to talk to your Neighbourhood Officer about your home and your scheme, learn about our tenant support services and also find out more about being involved in our panels.

48 schemes visited

311 tenants visited

Look out for 2020 dates in January's Door to Door or on our website at www.broadlandgroup.org. We will let you know when we are in your neighbourhood by email, text or postcard. We look forward to seeing you soon!

Hot topics

- 1 Window/kitchen repairs & replacements
- 2 Garden/tree maintenance
- 3 Car parking



With **22** very happy & satisfied tenants who love their home



First tenants at Canary Quay

Brandon Cheesman (pictured) was one of the first tenants to set up home at our new Canary Quay development in Norwich in October.

Previously Brandon (20) was living in shared accommodation at the YMCA. He grew up in Norwich and has been working in tree surgery with his grandad. He is hoping to become a tree surgeon himself. His one-bedroom 5th-floor apartment at Canary Quay is his first home:

“This new flat has got everything. When my mum saw it, she was so excited she joked that she wanted

to move out of her own house and live here!”

Another new tenant is retired railwayman Andrew Parfitt, who used to work at the nearby rail depot:

“When I first saw the flat I was amazed – it’s so nice. My dad was a builder, so I can appreciate the quality of the finish. It’s done to a great standard.”

Altogether 60 one- and two-bedroom apartments at Canary Quay will be for social rent. This is the first phase in our ambitious development that will eventually create 323 new homes on the site. Find out more about Canary Quay on our website at www.broadlandgroup.org - under ‘new homes for rent’.



#newnorwich

New garden is a pleasure for the senses!

Tenants at Oakes Court in Downham Market have a beautiful new sensory garden – designed and planted by our Estates Services Team.

Many tenants at the scheme have sight issues or dementia, and the plants have been carefully chosen for their colour, texture and scent. The herb garden features mint, thyme, rosemary, sage and strawberries.

The garden design includes recycled features such as the brick paving in the herb garden and the colourful homemade ornaments. Gwen and Stella, tenants at Oakes Court, said:

“We are really looking forward to being able to sit outside in the garden and feel and smell all the lovely new plants!”

Maxine Artiss, NorseCare scheme manager, said:

“Thank you to all the Broadland team on behalf of the tenants and Norsecare. It means so much that you have created this lovely new space for tenants. We’re looking forward to spending lots of time out there!”





Cyclists raise £1,300 for mental health charity

A group of Broadland employees raised £1,300 recently in a sponsored 30-mile bike ride through south Norfolk. Several of the riders were new to cycling, which makes their achievement all the more impressive!

All the sponsorship money raised has been donated to MIND, the mental health charity, which Broadland staff voted as their charity of the year for 2019. Altogether, our staff's fundraising efforts for MIND this year have raised more than £2,400, including cake bakes, a raffle and tombola.

Win with our Winter Wordsearch

Find all 24 words in our Festive Wordsearch and be in with a chance of winning a £25 Love2Shop voucher, just in time for Christmas!

To enter: Take a photo of your completed entry and send to tenantengagement@broadlandgroup.org. Or to enter by post, simply tear off and post in an envelope with your full name to Tenant Engagement, Broadland Housing, NCFC, Carrow Road, Norwich NR1 1HU. Good luck!

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| TREE | YULE |
| HAPPY | TURKEY |
| HOLIDAYS | HOLLY |
| PRESENTS | JOY |
| DECEMBER | SANTA |
| TRIMMINGS | JOLLY |
| LET IT SNOW | STAR |
| SNOWMAN | MERRY |
| RUDOLPH | TINSEL |
| MISTLETOE | SNOW |
| STOCKING | NOEL |
| NUTCRACKER | FESTIVE |

Entries close on Thursday 19 December. Please note we will only accept one entry per person. If there is more than one correct entry, winner will be chosen at random. Broadland Housing tenants only.

Happy Holidays!

