



Door to Door

Your local tenant magazine

January 2020

Happy New Year!



A big welcome to all our new tenants at Canary Quay, Norwich! We were delighted to see so many new neighbours at the Patricia Hollis House event in December.

Patricia Hollis House is Phase 1 of our ambitious new Canary Quay development.

20
20

It consists of 60 one- and two-bedroom apartments for social rent. Canary Quay will create 323 new homes – a mix of social and intermediate rent and open market properties.

We wish all our tenants a very Happy New Year!



Presentations and pizza!

We held our very first tenant involvement seminar in October. Carole Burchett, chair of the Soha Housing Scrutiny Panel was guest speaker. Carole talked about why she first got involved as a tenant and what a big difference it has made.

Our Housing Director, Catherine Little updated everyone on the national See the Person Campaign, particularly what tenants can do to end the stigma around social housing.

Finally, Siobhan Trice, one of our tenant board members, did a short Q&A and the session finished with a delivery of fresh pizzas.



SEE THE PERSON.
#BenefitToSociety

Look out for more tenant involvement seminars coming up in 2020!

Are you a BHA shareholding member?

Don't forget the members' event on 29 January 5.30pm in Norwich- Engaging with our Tenants and Communities. To book contact laura.baldock@broadlandgroup.org

WIN! WIN! WIN!

Watch out for your invite to take part in our

Together With Tenants survey!

Great family day out

£100 LovetoShop Vouchers

WIN!

together
with tenants

Putting it right

We always strive to provide an excellent service to tenants, but occasionally things do not go according to plan or expectations. When this happens, it is important that we try and resolve issues as quickly as possible.

In most cases, we put matters right very quickly, through a simple phone call or a face-to-face discussion. In relatively few cases we will escalate the complaint to a more formal stage.

In recent months we have:

- signed up to the Chartered Institute of Housing (CIH) Complaints Charter
- reviewed our complaints process, reducing the number of stages
- reviewed our compensation policy
- appointed a specialist to investigate stage 2 complaints

We will be publishing details of complaints received and their outcomes in future issues of

Door to Door and on our website. We want to learn from our mistakes to avoid them happening in future.

Here are some examples of recent complaints and what we have done as a result:

Tenant complained of dampness despite several visits by our staff

Action

Senior staff investigated. We arranged remedial work and have improved how we monitor complaints to ensure this sort of situation does not arise in future

Drains blocked, unable to get action out of hours. Poor communication

Action

We reviewed our out of hours service, and compensated the tenant for damage to furnishings

Tackling homelessness in the East

We hosted our second Homes for Cathy East Anglia meeting recently. Homes for Cathy is the national organisation that campaigns to end homelessness. Housing providers, local authorities and charities, including Shelter, joined us to discuss how we can work together more effectively to tackle the growing problem of homelessness in our region.



IMPORTANT!



As your landlord we have a legal duty to carry out regular gas and/or electrical safety checks in your home.

We will contact you with details of your appointment. If the day/time is not convenient you must contact us ASAP to rearrange it.

If you miss 3 appointments, we can get a legal injunction for access to your home. You may also be charged for these missed appointments.

If you miss your appointment, contact us through Tenants Online via our website or call 0303 303 0003 to re-book.

Remember, these gas and electricity checks are for your own safety!



DIY danger!

Never attempt home electrical repairs unless you are a qualified electrician. You put yourself at risk of electrical shock or fire. These are real-life examples of hazardous DIY repairs that our engineers have found during recent electrical safety checks of tenants' homes:

A tenant had plugged a chest freezer outside the house into an extension lead that went indoors through the window. This flipped the RCD and stopped all the tenant's electrical sockets working.



A tenant connected an electric cooker but left live parts exposed, with a high risk of electric shock.



A tenant had installed some downlights but the fittings were non-fire rated and covered in metal sweet tins. The cables were also poorly jointed, posing a fire risk.



A tenant had installed a hot tub in their rear garden, connected into the cooker switch to provide a supply.

Not only is it highly dangerous to carry out DIY electrical repairs, we may also charge you for any damage to your electricity supply, sockets etc to make your home safe again.

If you are worried about your electrics or have any questions, call 0303 303 0003 or email electricalsafety@broadlandgroup.org

**STOP
PRESS!**

Grants to improve your community

Many thanks to all the tenant groups who applied to our first ever Community Improvement Fund. We were thrilled with the number of applications we received!

Four members of our Tenant Action Group made up the 2019 judging panel. After much careful consideration, they awarded funds to the following projects:

- The Cedars Gardening Club - to set up a community allotment at the scheme
- Harriet Court - for new furniture for the communal garden
- Heacham - for a children's allotment in the neighbourhood
- Aylsham - water butts awarded for use in the communal garden

We will share project pictures and updates in future issues of Door to Door.

There is still £300 left in the 2019 Community Improvement Fund. The panel will award funds on a first come, first served basis for any project that meets the judging criteria. So get in your application ASAP before 31 March 2020! (NB - only 1 application per scheme or neighbourhood per year is allowed.)



To apply, email tenantengagement@broadlandgroup.org or call 01603 750113

2020 Community Improvement Fund

The 2020 fund will be open for applications of up to £2,000 by any Broadland tenant from 1 April to 30 June 2020. To apply, you will need to provide details of how your project will improve your community in one or more of the following areas:

- health and wellbeing
- volunteering
- community
- environment
- employment
- education
- digital skills and/or training.

You will also need to show the level of support at your scheme for your application.

Only 1 application per scheme/neighbourhood is allowed. Apply online or download the form at www.broadlandgroup.org/community-improvement-fund/ Or request a printed copy at tenantengagement@broadlandgroup.org. **Good luck!**





We're Out & About in your area soon...

We love getting to know our tenants and finding out what's happening in your area, as well as answering any questions you may have.

This year's out and about campaign focuses on keeping your contact details up to date and encouraging you to register to Tenants Online. We also have lots of ways for tenants to be involved whether this is volunteering as a Community Inspector, becoming a Mystery Shopper or joining one of our panels.

Dates for your diary

January

- Thursday 16 9.30am - 1pm Haileys Court, Crown House, High Street (Lowestoft)
- Thursday 23 10am - 1pm Coulton Close, Newlands Avenue (North Lynn)
- Thursday 30 9.30am - 12noon Lucerne Close (Carlton Colville)

February

- Thursday 13 10am - 1pm Woodcote (Hethersett)
- Thursday 13 9.30am - 1pm The Crans, The Ropewalk, Cobbs Place, The Eagles (Great Yarmouth)
- Thursday 13 10am - 1pm Brennan Bank (Norwich)
- Thursday 13 10am - 1pm Lloyd Court (High Kelling)
- Thursday 27 9.30am - 1pm Union Road, Market Road Place, Swirles Buildings, Swirles Place, North Market Road (Great Yarmouth)
- Thursday 27 2pm - 4pm Ramillies Close (Dereham) Bulrush Close, Greenwood Drive, Violet Way (Scarning)
- Thursday 27 10am - 1pm Cadge Road, George Dance Place, Earham Green Lane (Norwich)

We look forward to seeing you soon!



New Estate Services Standards

A big thank you to all our tenants who reviewed our Estate Services Standards. This new document sets out what tenants should expect from our gardening and grounds services. You can view the standards in the **'Your tenancy'** section of our website, www.broadlandgroup.org.

Do you have an area where you live that needs some attention, or do you have an issue that you need to tell us about? Get in touch and contact the team on www.broadlandgroup.org/contact-the-estate-services-team/



Re-cladding now complete

We are pleased to announce that the re-cladding of Brennan Bank in Norwich is now complete. Work started last year to replace the existing external cladding, following expert advice. The cost of the re-cladding has been paid from central Government funds.

Get involved!

Tenant Action Group (TAG)

It's been exciting times for our Tenant Action Group. They have now elected their first chair (Violet) and vice chair (Jane), who take up the reins this month.

TAG have reviewed their new page on our website and gave valuable feedback on Door to Door. Check out Jane's new gardening column in this issue!

Meetings take place in Norwich with a live video link to our office in Dereham. Meetings are held on Thursdays, 2-4pm.



TAG meetings 2020

16 January
12 March
14 May
16 July
10 September
12 November

Homes Panel

In October the Homes Panel reviewed our new complaints process, discussed what improvements could be made to service charges, and shared their views and experience of our compensation policy.

Would you like to take part? Meetings are held in Norwich with a live video link to our Great Yarmouth office (we can also hold these in our King's Lynn and Dereham offices).

Homes Panel meetings 2020

Tuesday 28 January, 2.00-3.30pm
Thursday 30 April, 10.00-11.30am
Wednesday 29 July, 6.00-7.30pm
Thursday 29 October 2.00-3.30pm

If you would like to come along to any of the meetings, please email tenantengagement@broadlandgroup.org or call 01603 750113

Join the Norfolk Car Club for FREE!

Broadland Housing Group have arranged a special deal with Norfolk Car Club for all Broadland Housing Group tenants.

Norfolk Car Club offers pay-as-you-go use of a fleet of 50 new cars and vans in Norwich and 600 vehicles across the UK, parked in dedicated on-street bays.

You can join the Car Club FREE (saving £25 joining fee), remain a member for FREE (saving £5 per month minimum spend), and receive a FREE £25 driving credit.

The vehicles can be hired for as little as half an hour at a time or as long as you need.

Join the Club!

- ✓ **Save money.** Avoid the expense of buying and maintaining your own car.
- ✓ **No more parking problems.** Dedicated parking bays across Norwich.
- ✓ **Convenient.** Cars and vans available 24/7.
- ✓ **Manual and automatic cars available.**
- ✓ **Insurance and fuel included.**



Join online today at www.norfolkcarclub.com with promotional code "bhg25"

Need some help?

As a Broadland tenant, remember you can get **FREE** support to:

- claim welfare benefits you may be entitled to
- access education and training courses
- write or update your CV
- manage your money and budgeting
- get a better home energy deal
- improve your health and wellbeing.



For more details, check our new-look Tenant Support pages on the website at www.broadlandgroup.org/tenant-support/

FREE debt advice



If you're struggling or worried about Christmas debts, you can get lots of **FREE** expert advice and support:

- Simply enter your postcode on the **Money Advice Service** website at www.moneyadviceservice.org.uk/en/tools/debt-advice-locator for your nearest support.
- Chat online about your particular situation on the **Citizens Advice** Web Chat at www.citizensadvice.org.uk
- Get expert debt help online or on the phone:

National Debtline
www.nationaldebtline.org
0808 808 4000

StepChange debt charity
www.stepchange.org
0800 138 1111

Don't dump your rubbish!

After Christmas you may have extra household rubbish to get rid of. Please use your household bin and recycle as much waste as you can.

Never leave any unwanted items

- next to your household bins
- near your communal bin areas
- on public land

This counts as illegal dumping and you could face an unlimited fine or imprisonment.

Check out our recycling tips on the 'Your tenancy' part of our website.



SEE IT, REPORT IT

Call 0303 303 0003 and report in confidence

0303 303 0003



In the Garden Shed *with Jane*

Welcome to this new gardening feature! It is for anyone who is interested in gardening or who wants to start gardening (particularly growing your own). It doesn't matter what size your garden is – it could be a window box, patio or a few herbs on the kitchen window.

Let me introduce myself. I'm Jane Graham and for many years I have been the tenant judge for Broadland's annual gardening competition. I also have an allotment and a small patio garden.

Top tip

Gardening should always be fun and enjoyable. If you can, form a gardening club with friends or neighbours, or join a community garden. It's a great way to make friends, get fit, grow flowers and your own veggies, which always taste better than bought!

Jane

When we were visiting entries for the competition we were often asked for advice about gardening so we decided to introduce a regular gardening feature in Door to Door.

We really want this feature to be led by our gardeners, so that we can share our successes, problems and ideas. If one gardener is having a problem, there will definitely be others with the same issue! As well as hints and tips for the coming months, we also hope to publish one or two of your letters. So please get in touch.

The tips here are only my ideas - there are many different ways to garden! Please do get involved and send me your questions or suggestions to tenantengagement@broadlandgroup.org or Door to Door, Broadland Housing, NCFC, Carrow Road, Norwich NR1 1HU.

Happy gardening!

Here are some ideas to get us started

January

This is always a good time to plan for the coming year. What do you want to grow? What worked well last year? It's time to clean and check your tools, and if you have a shed, to give it an early spring clean. If you haven't done so, start a scrapbook or journal and fill it with articles and photos, add your thoughts and ideas, lists of seeds or anything else that's of interest. It's great fun to look through at the end of the year and remember what you did and what the weather was doing!

February

There is still time to plant soft fruit bushes or raspberry canes. Dig the soil if you can, and dig in the manure that you spread at the end of last year. Prepare your seed beds, and choose and order seed potatoes. You can sow broad beans and plant shallots and garlic. Spring bulbs should be showing, daffodils can be staked. (They can grow tall and break if it gets windy.)

March

Chit early and second early potatoes. I use egg boxes and put them on a shady windowsill or in a cool dry shed. Make sure that the eyes of the potatoes are pointing upwards. Check pots and planters are clean. Get in supplies of compost, either home-made or shop-bought. I find general compost fine for my patio pots.



Win! January Giveaway

Send in your gardening question or tip for Jane to tenantengagement@broadlandgroup.org. If it's published in our next issue you will win a garden seed bundle!



And the winner is...

Mrs Bloss - congratulations on winning our Winter Wordsearch competition in the Christmas Door to Door. Your £25 Love2shop voucher is on its way to you!

