

Door to Door

Your local tenant magazine

April 2019

Broadland's beach clean is a big success!

Tenants and staff at our first-ever beach clean at Great Yarmouth filled 5 bags with rubbish. Much of what was collected was plastic, along with cans, fishing line and netting. One tenant wondered what we could all be doing to reduce our single-use plastic waste. After the beach clean, there was pebble painting and an environmental quiz at St George's Theatre cafe nearby.

Everyone enjoyed the chance to get together in the fresh air and looked forward to another beach clean event soon. We'd like to say a big thank you to all the volunteers who helped on the day to keep one of our favourite beaches litter-free.

Want to be involved?

We'd love to double the numbers of volunteers for our next beach clean. Call 01603 750113 or email tenantengagement@broadlandgroup.org to register your interest!



Your Broadland account...
at your fingertips!



WHY USE TENANTS ONLINE?



Sign up now & get INSTANT ACCESS to your account:

- Check your balance & pay your rent 24/7
- Contact us directly with any queries
- Update your contact details so you always get important appointment info from us
- Coming soon - log/monitor repairs & change appointments!

<https://portal.tenantsonline.org/>

Changes to our phone lines

Our Customer Services on 0303 303 0003 can no longer take manual rent payments.

All payments can be made via option 1, on the payment line when calling Customer Services or via Tenants Online.



**WE'RE
LOOKING
FOR...**

MYSTERY SHOPPERS

Register your interest today!
Call 01603 750113

Help us improve our tenant satisfaction - become a Mystery Shopper!

You may measure the quality of our Customer Services, re-letting standards, repairs, Estates Services, communal cleaning and much more.



As a thank you, Love2shop vouchers will be awarded

**Universal Credit –
everything you need to know!**



Whether you're already claiming Universal Credit or about to be transferred on to the new benefit, the process can be quite stressful. To answer some of your questions, we've expanded the Universal Credit section of our website www.broadlandgroup.org (find it under 'Tenants').

The new Universal Credit web pages include:

- Will Universal Credit affect you?
- Preparing for Universal Credit: tips from our tenants
- Universal Credit and your rent
- Universal Credit – online journal
- Reporting your housing costs on Universal Credit
- Universal Credit – your questions

Each page includes an online form so you can send us your individual question. There is also the option to attach scans of any supporting documents you may need to provide.

Remember, if your Universal Credit payment is reduced or stopped, you MUST contact us immediately – call 0303 303 0003 – OPTION 3.



For enquiries about UC, contact
Luke on 01603 750204 or email
luke.osborne@broadlandgroup.org

0303 303 0003

Making a Stand against domestic abuse

Domestic abuse is any type of controlling, bullying, threatening or violent behaviour between people who are in a relationship (or used to be). Domestic abuse can be physical, emotional, sexual or financial. Broadland has pledged to support tenants and staff affected by domestic abuse through the Make a Stand campaign. This is a national housing association campaign supported by the Chartered Institute of Housing, the Domestic Abuse Housing Alliance (DAHA) and Women's Aid.

Signing up to Make a Stand means we have domestic abuse policies in place, we have put information on our website and at our schemes about support services available, and we have a domestic abuse champion. We take all reports of domestic abuse very seriously and work in partnership with expert agencies to protect you.

If you are affected by domestic abuse:

Contact us in confidence: 0303 303 0003

Call the National Domestic Violence Helpline free on 0808 2000 247 (24 hrs)

In an emergency, call the police on 999.

Find out more about domestic abuse: visit our website www.broadlandgroup.org (under 'Tenants')

Help with your fuel bills

Do you:

- have a long-term health condition, low income and/or a disability?
- struggle to pay your heating or electricity bills?
- need extra help to stay warm and well?

Norfolk
Warm Homes Team

Norfolk Warm Homes Team might be able to help. Norfolk councils are working together to tackle fuel poverty, and Norfolk Warm Homes draws on a £150 million fund provided by National Grid and administered by Affordable Warmth Solutions. The Norfolk Warm Homes Team can offer advice on:

- energy saving
- fuel debts
- grants
- Attendance Allowance applications
- switching suppliers
- maximising your income
- charity grant applications
- priority service register
- signposting to other services.

Home visits are available if necessary.

To get help, contact the Norfolk Warm Homes Team on:

01603 430103

warmhomes@broadland.gov.uk

Better safe than sorry – protect yourself from gas poisoning

Unsafe gas appliances and flues can produce carbon monoxide (CO). This highly poisonous gas can cause long-term health problems, and even death. The main symptoms of CO poisoning (see picture) are very similar to symptoms of flu, food poisoning or a virus. That's why you should also note if:

- your symptoms only occur when you are at home, and seem to disappear when you leave home
- other people or pets in your household are experiencing similar symptoms, at a similar time.

What to do if you suspect CO poisoning

- Open doors and windows, turn off gas appliances and leave the house
- See your doctor immediately or go to hospital
- Call us 0303 303 0003 (option 2) ASAP.

Warning signs of a CO leak

- Lazy yellow or orange flames on your gas hob, rather than a crisp blue
- Dark staining on/around appliances
- Pilot lights that frequently blow out
- Increased condensation inside windows

How to avoid CO poisoning

As your landlord, each year we send you an appointment for a safety check of any gas appliances.

- Make sure you're at home to let our engineer in! If you miss your appointment, call us on 0303 303 0003 (option 2) ASAP
- Regularly check the 'test' button on your CO alarm

6 main symptoms to look out for:



What's the best way to contact you?

We use digital communications whenever possible to reduce our costs and protect the environment.

But if we don't have your latest contact details, you could miss out on important information about your tenancy.

To be in with a chance of **winning £25 Love2Shop voucher**, email tenantengagement@broadlandgroup.org or call 01603 750113 and tell us your:

- name
- address
- mobile telephone number and/or email address
- the best way to contact you.

The winner's name will be drawn at random on 31 May 2019 - good luck!









Broadland's Gardening Competition 2019!

We are searching for Broadland's best gardens...

Entry is now open to all our tenants, no matter how big or small your garden (...or balcony!). Whether your garden style is compact, colourful, formal or informal, traditional or modern, let's hear from you!

The closing date is **14 June 2019**. We're giving away prizes for 1st and 2nd place in each category, and every entrant will receive a certificate. Our panel of judges – including our Environmental Champions and Jane, our tenant gardening guru – will be visiting all the entries on 3, 4 or 5 July. Please feel free to send in photos of your garden too!

The 6 categories are:

-  **Best Vegetable Garden**
We want to see a variety of vegetables and fruits. Are you getting more than one harvest and are you planting all year round?
-  **Best Garden**
Does your garden have the 'wow' factor? Judges will be looking for a variety of plants in different colours and shapes, and ornaments used to good effect.
-  **Best Recycled Garden**
We are looking for the best use of recycled material - for example, old ornaments, pots or tyres. Maybe you have repurposed old materials to make flower beds, benches etc? We are also interested in how the recycled materials have been used to attract wildlife.
-  **Best Small Garden**
We want to see the best use of space, and a good variety of plants or flowers in the space available.
-  **Best Hanging Baskets and Patio Pots**
These should be really colourful, with lots of different plants, not forgetting some greenery.
-  **Best Community Garden**
Do you have a garden that's shared and used by your scheme? We would love to see how the garden benefits you and your neighbours.

To enter:

Call 01603 750113 or email
tenantengagement@broadlandgroup.org



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 look forward to seeing you soon!*



Dates for your diary

Wed 24 April	10am - 12pm	Dodmans Close, King's Lynn
Wed 24 April	10am - 1pm	Dairy House/ Dairy Crescent, Dereham
Thurs 9 May	10am - 12pm	Turbus Road, King's Lynn
Thurs 9 May	10am - 1pm	Carlton House/College Court, Attleborough
Wed 15 May	11.30am - 12.30pm	Nuthall Crescent, King's Lynn
Wed 22 May	11am - 1pm	George Winter Court, Norwich
Wed 5 June	10am - 1pm	Gould, Bacon, Gunton Road, Norwich
Thurs 13 June	10am - 1pm	Sayer Court, Bodham
Thurs 13 June	10am - 1 pm	Old Forge Close/Fullers Lane, Trunch
Thurs 20 June	1pm - 2.30pm	Somersby Close, King's Lynn

From apprentice to manager!

Congratulations to Chloe Calver (far left in pic), who was recently appointed as Scheme Manager for our sheltered schemes Oulton Court in Oulton Broad and Samford Court in Beccles. Chloe joined Broadland in January 2018 as an apprentice and studied for her NVQ Level 2 in Business Administration, which she completed in January 2019. During her studies she worked for us as a Local Area Advisor apprentice in Great Yarmouth. Now she takes the next step in her housing career. *Go Chloe!*



Community Conversations feedback

In 2018 we held 7 community conversations across the county. Overall we have received really positive feedback on what, and importantly, where, we need to improve our services. Some improvements are going to take time, and others we have already implemented...

We have pulled all the feedback together from the 7 meetings and we are going to publish this on our website and Facebook page in the next few weeks.

We will also be getting in touch directly with all those tenants who have attended a meeting with the feedback.

A huge THANK YOU to everyone who has given up their evening to attend! We really do appreciate your help. The next meeting date is 14 May in Attleborough - look out for your invite. We will be publishing more dates for 2019 on our website soon.

FREE prize draw for everyone who attends!
Winner receives £20 Love2Shop voucher

0303 303 0003



Our Estate Services team have been busy transforming some of our communal gardens ready for tenants and wildlife to enjoy. The team have focused on re-using materials to create bio-diverse green spaces. They built a bird feeder using recycled wood from our stores, and made edging for a flower bed with willow from one of our other schemes.

From our readers

Moll Robb, Chair of RYESON TENANTS' ASSOCIATION:

"I have been the Chair of Ryeson Tenants' Association, in Kessingland, since the scheme opened on 16 April 1994. Our Committees have worked together with Broadland Housing all that time. It is our 25th year anniversary this year, and we have always had a full membership of tenants. I would like to thank all the tenants and committees, past and present. Without them we would not have survived all these years.

Our thanks also to Gareth [Estate Services Team Leader] and his team, Wayne, Jason and others, and to John, our year-round gardener. We are very pleased with the work done on our gardens that we pay our service charge for.

Speaking from this experience, I would like to say to all other Broadland Housing tenants how important it is to work together with other tenants where you live. It really makes a good community. Thanks also to Broadland Head Office, who have been a great support."



Recruitment starts soon, so why not register your interest by contacting Laura Baldock on laura.baldock@broadlandgroup.org or call 01603 750279? This is an exciting opportunity to put yourself forward to get your views heard!

Do you want to make a difference to your community but just don't know what you might want to do or how to go about it?

How about joining our board? We will give you loads of support and training, so you can try something new and learn as you go along. No previous experience necessary. You can earn £3,500 per year, plus travel expenses.

