



Door to Door

Your local tenant magazine

October 2019



Brooks Green celebrates 10 years!

Brooks Green site at Harford, just south of Norwich, celebrated its 10th birthday in August. We hosted a BBQ and children's activities for tenants and their families at the Gypsy and Traveller site.

Betsy Mitchell has lived at Brooks Green since it opened, and she has seen 12 of her 15 grandchildren born there! Betsy said: "This is one of the best sites that has been built. Here we have got everything you would have in a house, except the bedrooms. It has massively improved life for the kids, for us all."

Have a story you
would like to share
with our readers?

Call us on 01603
750113 or email

[tenantengagement@
broadlandgroup.org](mailto:tenantengagement@broadlandgroup.org)

We are listening, get in touch



broadlandgroup.org

Grounds get a facelift

The Estate Services Team have had a busy year. Not only have we been out and about cutting grass, trimming hedges and keeping our sites looking great, but we've also been working on updating some of schemes.

We have given some much needed TLC to schemes that needed a facelift, including Mill Court, Harriet Court, Scira Lane, Sorrel and Champion House, and Ryeburn Close.



Harriet Court, sheltered housing scheme in Norwich

This year we have also successfully grown our own summer bedding plants. We plan to continue growing and will include shrubs as well. We are now beginning assessments on how to increase biodiversity on our schemes, which will include bulb areas, wildflower meadows, compost bins, tree planting etc.



Scira Lane, Upper Sheringham

Currently we are working on a sensory garden for our tenants at Oakes Court.



Sorrel and Champion House, Norwich

We have also been busy developing our Estate Services Standards, which will be published soon. These set out all the work we undertake and what our tenants should expect from our team. **A huge thank you** to all the tenants who gave us their feedback.

[Meanwhile, if you would like to put forward your scheme for a facelift, get in touch via our website page. See the 'Tenants' part of our website under 'Your tenancy' and click 'Estate Services' or click here](#)

An amazing achievement!

The Lawns, our housing with care scheme in Great Yarmouth, has received an 'outstanding' CQC (Care Quality Commission) inspection report. Nationally, just 3% of care is rated as outstanding by the CQC.

Broadland tenants told the inspectors that they were "treated with exceptional kindness, compassion and respect" and one said that the NorseCare staff were "absolutely wonderful, always there when I need them and always cheerful".

NorseCare Registered Manager Carole Nisbett praised her team at the scheme:

"The Lawns is a great place where people love to live and love to work. We love being part of the local

community and are always looking at new ways to help people and to improve the way we support them."

Lisbon Court in King's Lynn, another of our housing with care schemes, was rated outstanding in June 2019. The CQC inspectors remarked how NorseCare's Lisbon Court staff:

"...went above and beyond what was expected of them to help ensure people were not isolated and continued to be engaged in the service and wider community and take part in meaningful activity."

[See the 'Homes' part of our website for more about our housing with care services in Norfolk or click here](#)



Ryeburn Close celebrates 25 years

Three generations of Ryeburn Close tenants turned out to celebrate the scheme's 25th anniversary in August. At the street party in Kessingland there was a BBQ, afternoon tea, facepainting, fancy dress, poetry and art competitions, and a lucky dip. Millie, aged 8, wrote the winning poem (see below) about where she lives with her family. She read it out loud to everyone at the party.

Ryeburn Close opened on 16 April 1994, and 10 of the original tenants still live there. Moll Robb is Chair of the Tenants' Association at the scheme, which also celebrates its 25th anniversary this year. She said: "Thanks to Broadland for their help over the years, and to all the members of the Tenants' Association, past and present, for keeping this a very nice place to live!"



Why I love Ryeburn Close

My name is Millie and I am 8 years old.
I try my best, but don't always do as my told!
We moved here from Essex nearly one year ago,
I didn't want to come here so I said no, but now I realise I like it here.
Now Kessingland is where I live.
I live not far from the scheme.
Something went over the fence which was a ball we got back,
but I never did that!
I live with my family and my brother called Shay and he loves going out to play.
I live with Carmella my baby sister.
I love being in Kessingland lots and my parents, cats and dogs.
It is nice living in Suffolk. But my Dad lives in Norfolk.
Me and my family love being very silly and don't forget my name is Millie.

Sandcastle Challenge at Gorleston

You're never too old to build a sandcastle!

Tenants of all ages rose to the challenge at our sandcastle building competition on Gorleston beach. We provided the buckets and spades, and plenty of cold drinks and ice cream for the thirsty workers!

The winners were Brian and Angela who received a voucher for Great Yarmouth's Sea Life Centre. Gary and Sharon won tickets to Great Yarmouth's Hippodrome Circus and all the children were thrilled with the beach toys they received for taking part in the challenge.



Chips and chat at Yarmouth

It was a glorious sunny day on the coast, and the perfect opportunity for tenants to chat with Catherine Little, our Executive Director of Housing, and other senior Broadland managers over a tasty bag of chips!



@broadland



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Get social!

Keep up to date
with the latest
news & events



0303 303 0003

Out and about

Here's the schedule for our remaining scheme visits for 2019. This is your chance to meet us and find out the different ways to contact us and help us improve the service you receive under your tenancy agreement. We have already visited over 330 tenants this year as part of our campaign!



October

Wednesday 16 9.30am – 12.30pm
Pleasant Court, King's Lynn (half of scheme)

Thursday 17 10am – 11am
Brick Kiln Road, North Walsham

Wednesday 30 10am – 12 noon
Pavilion Way, Dereham



November

Monday 18 9am – 12 noon
Nightingale Cottages, Bracondale

Thursday 21 10am – 1pm
Tyrrell Crescent, South Wootton

Friday 22 2pm – 4pm
Chaston Walk, Watton



Broadland member benefits

We welcome tenants and other stakeholders in our communities to get involved in Broadland as members (shareholders). Over the coming 18 months, after feedback from existing members, we will be inviting our members to:

- tours of new Broadland Housing developments
- community events at our existing schemes
- seminars on housing issues
- focus groups on challenges facing Broadland
- a members' lunch 6 months after the AGM

To apply to become a member of Broadland, contact laura.baldock@broadlandgroup.org

❄️ Help for Norfolk residents to keep warm this winter

Your local council, working in partnership with other Norfolk councils, is offering central heating system grants or advice for anyone struggling to heat their home.

Finding out if you qualify is easy - call 01603 430103. You can also visit www.norfolkwarmhomes.org.uk for more information or click here

HAPPY HOUSE WARMING FOR COLD HOMES

Central heating system grants or advice for anyone struggling to heat their home

Call us on 01603 430103 to find out if you qualify or visit norfolkwarmhomes.org.uk for more information



Our plans for Broadland

The Broadland board has agreed our priorities for the coming years and how we plan to achieve these. You can view or download our new corporate strategy in the '[About us](#)' section of our website under 'Governance documents' or [click here](#).

A big thank you to all our tenants who travelled from all over the county to give us feedback on the early drafts. It really made a difference to hear your comments and we have taken your views on board. For example, we have simplified the language and removed confusing housing jargon.



Before your feedback:

To have sustained development programme averaging XXX additional affordable homes per year for rent and low-cost home ownership in tenure blind mixed income communities and to raise sufficient loans to repay existing debt and fund future growth

What you said...

"Doesn't make sense..."
"Simplify statement"
"Tenure blind awful!"
"Too long, need to break it down"
"A lot of people wouldn't understand..."

After your feedback:

We will build as many new affordable homes as we can each year, without compromising our ability to maintain our existing homes or our long-term viability...

For a printed copy of the corporate strategy, contact tenantengagement@broadlandgroup.org.



Annual General Meeting 2019

We held our AGM on 20 September at Carrow Road in Norwich. Welcome to Andy Hill as our latest tenant board member! And thank you to all the tenants who attended the meeting.

You can view or download our Annual Review in the '[About us](#)' section of our website under 'Governance documents', or request a printed copy from tenantengagement@broadlandgroup.org



Homes Panel – who pays for repairs?



Our Homes Panel met in Great Yarmouth in July. Our tenant members suggested some useful improvements to Broadland's recharging policy for tenants with vulnerabilities. We also set panel members a quiz to test their knowledge on who is responsible for various household repairs, Broadland or the tenant? The questions covered scenarios such as a blocked sink or toilet, or who pays when a tenant loses their keys.

Panel members came up with some great poster ideas to make it clear who is responsible, which we've used in our new design (see below). The poster also stresses the importance of getting contents insurance to protect your household possessions from damage etc. If you are interested in joining the Homes Panel, email tenantengagement@broadlandgroup.org

Repairs that are usually the **TENANT's** responsibility:



- Damage to your property
- Decorations and replacing light bulbs
- TV aerials (unless a shared aerial), phone lines
- Satellite/cable TV and broadband
- Replacing keys and locks
- Clearing blockages to the sink and basins
- Fencing between properties
- Sheds



Repairs that are usually **BROADLAND's** responsibility:



- Heating and hot water
- Electrical wiring, sockets and light fittings
- Plumbing
- Roofs, outside walls, windows and doors
- Inside walls, floors, ceilings and doors
- Drains and gutters
- Kitchen units
- Boundary fencing
- Baths, basins and toilets



Have you got **CONTENTS INSURANCE**?



Contents insurance is **important** as it covers the possessions in your home, e.g. furniture, electrical items, carpets, clothes and jewellery. It **protects** you against loss and damage by theft, fire, vandalism, water damage and other household risks.

To report a Broadland repair, visit our website www.broadlandgroup.org, call 0303 303 0003 or speak to any member of Broadland staff visiting your area or at your local office

TAG gets to work

Our TAG panel met in July on the hottest day of the summer! First on the agenda was our Estate Services Standards. Gareth Trench, Estate Services Team Leader, talked about our various services and how we're consulting with tenants to improve schemes and reduce service charges - for example, planting wildflower meadows for spring colour, which lowers grounds maintenance costs too. The panel went into small groups to look at the Estate Standards in more detail and about how these work in practice.

After a tea and cake break, Violet and Jane told the group about their trip to TPAS, the tenant engagement conference, in Manchester.



They were really inspired by the speakers and workshops, and encouraged other tenants to go next year!

Finally the panel discussed the 8 pledges in our proposed Customer Charter. Watch this space for more information about the new charter soon!

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

MYSTERY SHOPPERS

Register your interest today!
Call 01603 750113

As a Mystery Shopper, you will be testing out Broadland's services so we can improve them for all tenants. For example, you might inspect our properties before new tenants move in, or ensure our Customer Services team are correctly reporting repairs etc. We'll give you full training and cover any costs (eg for transport or phone calls).

Interested? Contact us at tenantengagement@broadlandgroup.org



As a thank you, we'll give you Love2shop vouchers!

New city-centre flats

This autumn the first new social rent homes will be ready at our exciting development at Canary Quay, just 5 minutes' walk from Norwich train station.

These stylish city living apartments include 36 2-bedroom (approximately £520 pcm) and 24 1-bedroom apartments (approximately £415 pcm). Each apartment has its own balcony, is next to the bus route and close to shops and restaurants.

To apply for one of these apartments, you will need to register on the Norwich City Council housing list through the Home Options Scheme.

For further information about these apartments, call us on 0303 303 0003.



TOYS & TINS
appeal



Once again we are supporting the Salvation Army's Toys and Tins appeal, linking it this year with our BE Together project to tackle loneliness and isolation.

The toy parcels and food hampers will be packed and distributed to those in need by Salvation Army volunteers. Last year several Broadland families that we had been supporting received these invaluable packages, which brought some festive cheer to their Christmas. Otherwise they would have gone without.

Please bring your new and unwrapped donations of food and children's toys (see suggestions below for ideas) to any of our area offices by **Friday 29 November 2019**.

Ideas for toy donations for 0-17 years: Soft toys, baby clothes, bath toys, books, dressing up clothes, cars, lorries, dolls, colouring sets, puzzles, footballs, stationery, CDs and family friendly DVDs, word searches, crosswords, skateboards, sports equipment, clothing, games and toys, T-Shirts, hair ornaments, gloves, scarves, hats and toiletries.

Ideas for food donations: A family size Christmas pudding, confectionery, mince pies, shortbread, savoury snacks, dried pasta or rice, tinned meat or fish, tinned fruit, tinned soup, tinned baked beans & tinned vegetables.

Thank you for your support.



in
good
company+
approved



See it, report it!

Between January and April 2019 we collected and disposed of 64 tonnes of rubbish that had been dumped illegally by our tenants. This cost £9,866 - the equivalent of 4 bathroom replacements or 3 new kitchens!

So, in May, we launched our anti-flytipping campaign, with special tape, posters and labels to draw attention to the issue. Look out for them at your scheme!

Remember: always put unwanted items in your

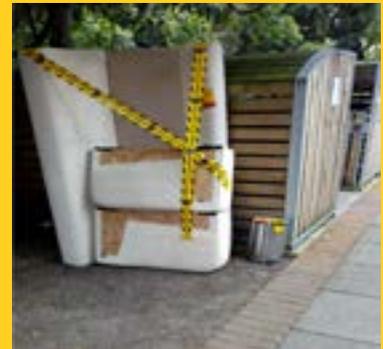
household bins. If you put rubbish next to or near the communal bins or on public land, this counts as illegal dumping. We can charge you up to £800 to dispose of it properly. Fly-tipping is also a criminal offence and you could face an unlimited fine and even imprisonment.

To get rid of large items such as toys or furniture:

- ✓ Use your local council recycling centre or bulky waste collection service
- ✓ Sell unwanted items online
- ✓ Donate them to your local charity shop



If you know who is illegally dumping rubbish, please call 0303 303 0003 immediately and report in confidence.



switchee

Switchee helps to lower fuel bills

This year we have installed more than 100 Switchee devices in our properties.

Switchee is a smart home thermostat that optimises your home heating system while helping us to improve our maintenance service.

The aim of the Switchee thermostat is to reduce your heating and hot water consumption and lower your bills. It also allows us to diagnose faults remotely, such as a problem with your boiler, so we can organise maintenance works more effectively.

If you would like to have Switchee installed in your home, please contact us on tenantengagement@broadlandgroup.org.



We're bowled over!

Our coffee mornings at Oulton Court and Samford Court raised an incredible £370 for Macmillan Cancer Support! Tenants and scheme manager Chloe organised the events in September, which saw a big turn-out.

The coffee mornings gave tenants a chance to catch up over a cuppa and chat to people they may not have met before. Chloe said: "The tenants had a wonderful time. It was great to see everyone getting involved for such a good cause. We look forward to doing it again next year!" Every penny raised will be donated and help people living with cancer.

Thanks to everyone who supported it.



Broadland's Wildlife Watch

In our latest competition, launched in July's Door to Door, winners Siobhan and Jacqueline receive bird boxes for their gardens - made by our very own Estate Services Team out of recycled materials.

We will be keeping the competition open until the end of the year and would love to see more photos of your wildlife-friendly gardens and havens created to attract wild birds, animals and insects.

Winter is a great time to start!

Send your pictures to tenantengagement@broadlandgroup.org or post them to our Facebook page. You can also go to our website and post your entry onto our Pinboard at www.broadlandgroup.org/tenants/engage-with-us/pinboard/ for a chance of winning your very own bird box, bird feeding station or bug hotel.

We look forward to seeing all your entries!

