



**BROADLAND  
HOUSING GROUP**

## Door to Door

Your local tenant magazine

April 2020

**Apply now! Our 2020  
Community Improvement Fund  
is open - see page 10**



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Love your garden?  
Enter our 2020  
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**LOVE2SHOP**

WIN £25 voucher  
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We are listening, get in touch



[broadlandgroup.org](http://broadlandgroup.org)

## Coronavirus - changes to services

We are taking precautions to protect our tenants and staff and to minimise the spread of the virus. With your help, we can keep Broadland running as normally as possible in the circumstances.

### Repairs

We have suspended our routine repairs service and will carry out emergency repairs only. Please continue to report these to Customer Services. We will assess any risk of Coronavirus when you call, to protect you and our staff. If you have an existing non-emergency repair appointment, we will contact you to cancel it. We will reschedule your appointment once our routine repair service starts again. You will be able to report any new routine repairs when this service starts again. We are also pausing the fitting of all new kitchens.



### Cleaning

We are pleased to say this will be continuing. However, we ask you to please stay indoors while this is taking place, to minimise contact. Essential health and safety checks are also continuing. Your help with minimising the spread of the virus is really appreciated.



### Difficulties paying rent

If your income is affected by Coronavirus and you are struggling to pay your rent, please contact us as soon as you can. We can help with claiming the right benefits and support you. Our income team are here to help. We will not take possession proceedings, or evict anyone due to the impact of Coronavirus who keeps in contact with us to sustain their tenancy.



### Grounds maintenance

We have closely reviewed the Government guidelines and have carried out a risk assessment. We are pleased to say that our grounds maintenance services will continue wherever we can. Our Estates team have been told to stay at least 2 metres away from tenants and other staff members, not to share equipment and to travel separately. We want to keep your schemes looking respectable, as the current Government restrictions are likely to be renewed. We hope this approach means there will be fewer significant problems later in the year.



### Offices and staff

All our offices are now closed but you can contact Customer Services as usual. Our staff will be providing advice and contact via phone where possible. If we do need to visit you, we will check for any risk of Coronavirus. We have told staff not to shake hands and to keep a safe distance. Please do not be offended – this is to protect you, as well as people working for Broadland.



### Sheltered housing schemes

All our sheltered scheme managers are working from home. They will only be at your scheme for health and safety checks. However, you can still telephone or email them – please see their office door for contact information if you don't already have them.



### Housing with care

All our housing with care schemes have been closed to visitors. We are working with NorseCare to ensure that our tenants remain as safe as possible.

We want to be able to keep in touch with you to give further updates. If you think your email or mobile details are out of date, or we don't have them, please email [tenantengagement@broadlandgroup.org](mailto:tenantengagement@broadlandgroup.org) or call 01603 750113. For the latest information, see the **TENANTS** part of our website at [www.broadlandgroup.org](http://www.broadlandgroup.org). All information correct at time of printing.



# SEE THE PERSON.

#BenefitToSociety

Broadland's tenants have been contributing their ideas and views for a new 'See the Person' toolkit. See the Person is a national campaign, led by tenants, which challenges the stigma against social housing.

Here are some of the responses from our tenants in Norwich and Dereham (via video link):

“

## How do housing organisations or housing staff contribute to stigma?

“Assume that you don't work and will be there for appointments”

“You're sometimes made to feel like a second class citizen”

“When housing looks run down it leads people to think it is social housing”

“Need to pick up tenancy breaches around the neighbourhood”

“Get rid of the word 'social' housing”

”

## How can housing associations or housing staff reduce stigma?

“More training about stigma for staff and contractors”

“See the person as a name, not a number”

“Ensure tenants feel listened to and valued”

“Design and quality of the neighbourhood really counts – bad design of social housing leads to bad behaviour”

“Actions are more important than words”

Thanks to everyone who took part. We will report on the toolkit's progress in future issues.

## Protecting tenants most at risk from fire

We have installed our first water mist system in a tenant's home at our sheltered housing scheme at Samford Court, Worlingham. The misting system disperses more than 100 litres of water in 10 minutes, enough to completely extinguish a fire in most cases. This gives the tenant valuable time to escape or control the situation.

Brian Walshe, Fire Safety Manager, said:

“The misting systems have a great capacity to absorb heat energy from a fire and the rapid cooling keeps the air relatively clean, resulting in minimal water damage. The systems enable people to live independently and

safely at home for longer. They are particularly good for tenants who may be vulnerable because of poor mobility, or those with a health condition that requires an oxygen therapy unit. The units also help to reduce the fire risk in cases of hoarding.

“Because the misting system is only activated when the multi-sensor heads detect both heat and smoke, it causes fewer false alarms. In case of a power outage, the system batteries are charged to last 3 days.”

Broadland has 5 of these misting systems, kindly donated to us by the Norfolk Fire and Rescue Service. Our operatives are fully trained to install and maintain the units for Broadland on behalf of the fire service.

Brian continues:

“There is no statutory requirement for Broadland to install these systems. But as a good landlord, we want to do the best for our tenants.”





## Together with Tenants – live on Facebook!

Together with Tenants is an initiative set up by the National Housing Federation (NHF), calling on all landlords to work more closely with their tenants following the tragedy of Grenfell. Broadland Housing is an early adopter. In February we invited tenants to take part in our survey to find out where we need to improve against the NHF's Customer Charter.

There was a great response to the survey. So, along with a panel of tenants, we decided to hold a Facebook Live event to give you an opportunity to ask more questions.

The panel - James, Violet and Andy - joined our Housing Director Catherine Little and Housing Manager Stephen Codling to discuss some of the points in the survey and answer your questions live on the night.

Here are some of the issues that tenants raised:

- Communications about the progress of tenants' repairs needs improving
- Communications in general need to be tailored to what tenants need, rather than what Broadland wants to do
- There is inconsistent information/customer service from our out-of-hours service - more training may be needed
- Some Broadland homes (especially older homes) are poor quality
- Welcome packs for new tenants should include a copy of Door to Door

To date there have been more than 450 views of the Facebook Live video and 88 comments. You can view the video on Facebook - search @broadland and scroll down to 27 February.

## Get social!



Keep up to date with the latest news and events, with lots of competitions throughout the year on Facebook!



 @broadland

 @BroadlandHsg

 @broadlandhousinggroup



## Why I became a tenant board member

by Andy Hill

A life-changing accident a few years back left me disabled, homeless and unable to work due to seizures and functional weakness. My experience with the local authorities and other organisations wasn't pleasant. I felt like I was a drain on society - a burden, useless, and I struggled with the fact that I couldn't resolve my situation alone. I was made to feel that I was an inconvenience to everyone I approached. Then I took a viewing for a Broadland property. I had little hope I would get a home. I found it difficult to trust after feeling so let down previously. But thankfully, Broadland Housing came up with the goods. Corny as it may sound, it was the light at the end of my tunnel.

I was listened to, had respectful communication and was offered Tenancy Support - an *amazing* service from Broadland. One year on and settled into my home, a little more confident and a 100% happier, I applied for the position of tenant board member. I was not sure what I could offer, but knew I wanted to help Broadland to continue this incredible service for tenants, and to make a difference from inside out, so they didn't have the same demoralising experience I had on my journey.

As a tenant board member I get the opportunity to influence and be part of crucial decisions. I benefit from the wealth of experience from non-executives and directors alike. I also learn from Broadland employees in all departments. It helps me understand the difficulties of their everyday battle, but more importantly to ensure

tenants are the focus moving forward.

I am involved in the Tenant Action Group, Together with Tenants, Homes for Cathy and various other action groups that involve tenants. We are also piloting a wellbeing service to support tenants with their mental health.

As both a tenant and a board member, I see from both ends of the spectrum. I certainly have a greater understanding about what tenants need and how Broadland can improve its services and keep tenants happy - which is Broadland's number one goal.

The board and Broadland as a whole are very inclusive and everyone is welcome to attend the various action groups, focus groups, social media live and community days to have their say, knowing they will be listened to and taken seriously. I am proud to be a Broadland tenant and I feel lucky to be a voice for all tenants within the Broadland family.



If you want to build confidence, have a voice, meet new people and help build your community, and you have a passion for your home and your neighbourhood, then roll up your sleeves and get involved - whether as a board member, member of a panel or even attending an event. The more tenants speak, the quicker Broadland can build something we all can be proud to be a part of.

I would like to take this opportunity to say a big THANK YOU to all Broadland staff and tenants at this difficult time. Stay safe and look out for one another.

## Broadland - Get on Board!

BROADLAND  
HOUSING GROUP

Interested?

**Get in touch!**  
Join our 7 week course -  
one evening a week  
*Limited spaces available*

**Become a voice for Broadland tenants**

Register your interest today! Call 01603 750113 or Email  
[tenantengagement@broadlandgroup.org](mailto:tenantengagement@broadlandgroup.org)



## Out and about- postponed for now...

Following the Government's guidance on Coronavirus (Covid-19), all 'Out and About' visits from 19 March have been postponed until later in the year. We apologise for the inconvenience this may cause.

We hope to have the visits up and running as soon as it's safe to do so. Please check our website for the latest updates.

'Out and About' visits are a chance for you to talk to your Neighbourhood Officer about your home and your scheme, and to find out more about our support services. We visit every scheme as regularly as possible, at least once every 3 years.

We will send you your invitation by text, email or post, depending on your communication preference. If you prefer to receive an email or text, please make sure we have your latest contact details, otherwise you may miss your invitation!



## 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).

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

### Interested?

Contact us at [tenantengagement@broadlandgroup.org](mailto:tenantengagement@broadlandgroup.org)

## Good Neighbour Award



Congratulations to David Ford from Hethersett. He has received a Broadland Good Neighbour Award for consistently assisting his neighbours with any electrical, mechanical or computer issues they have on their devices.

Is your neighbour someone you can turn to in an emergency? Do they really help out when it matters?

Why not nominate them for the Good Neighbour Award and recognise them for the great neighbour they are. Send in your nomination to [tenantengagement@broadlandgroup.org](mailto:tenantengagement@broadlandgroup.org) or call 01603 750113.



## TAG update

At our March TAG group meeting in Norwich, with a live video link from Dereham, we put in place social distancing measures (see picture!) to protect against Coronavirus. Violet and Jane kindly agreed to stand as Chair and Vice-Chair for another year. Bethany Newton, one of our Neighbourhood Officers, talked about her role - from signing up new tenants to investigating flytipping and anti-social behaviour. The group also agreed a list of discussion topics for the coming year. Andrew Savage, our Executive Development Director, will give a presentation on Broadland's new housing developments at the next meeting, due to take place in May.



## Homes Panel

In January the Homes Panel held their first meeting of 2020. It was another lively meeting, held in Norwich with a video link to Great Yarmouth.

The panel came up with a list of discussion topics for the coming year: repairs performance and service charges, Tenants Online, and health and safety and fire. The panel also reviewed, for the first time, feedback from our Mystery Shoppers on how we are performing against our policy and procedures. Overall, the feedback so far has been really good, with nothing major to report.

The panel will continue to review feedback from the Mystery Shoppers.

Would you be interested in being one of our Mystery Shoppers? See panel (left) for details.

The next Homes Panel meeting in April has sadly had to be postponed due to the Coronavirus, but we hope to get back on track in July. If you want to come along, please contact [tenantengagement@broadlandgroup.org](mailto:tenantengagement@broadlandgroup.org) for more information.



**BE together** is our Tenancy Support team's award-winning campaign to tackle loneliness in our communities. This is what they have been doing over the last year from 2019-20.

**50** properties were visited by Broadland staff



**20** staff attended the presentation at our head office at Carrow Road, Norwich



**2** staff & **15** tenants came to the event with Reverend Heather Wilcox at Sheltered Housing scheme, Woodcote



**7** staff & **16** tenants attended the presentation at Sheltered Housing schemes, Samford Court & Oulton Court



**25** parcels & **40** essential packs were distributed to tenants & families in need over Christmas



**9** new staff pledges were made to combat loneliness



**4** staff & **15** tenants attended the presentation at Sheltered Housing scheme, The Cedars



0303 303 0003



## Housing with care

Housing with care provides a supported environment where older people can continue living a completely independent life in their own self-contained flat. They also get round-the-clock access to on-site care professionals and the following additional services:

- Communal garden spaces
- On-site laundry facilities
- Subsidised, freshly prepared meals with healthy food options
- Communal dining and seating areas
- Social activities
- On-site assisted bathing and toilet facilities

NorseCare provides the onsite care at our Housing with care schemes in Norfolk. NorseCare is nationally recognised for the quality of its care. In 2019 two Broadland Housing with care schemes, operated by NorseCare, were rated 'outstanding' by the Care Quality Commission (CQC).



For more information visit [www.broadlandgroup.org](http://www.broadlandgroup.org) and search 'Housing with care'. The housing with care scheme is subject to a care and housing assessment from social services and your local housing department.

## Greetings from the Queen

Pattie Knopp celebrated her 100th birthday at Lloyd Court, Housing with care scheme in March. She received a beautiful bouquet of flowers from relatives, a balloon, and a card from the Queen. Pattie ran the post office and stores in Hockering with her husband for many years. Later she helped with the teas at the North Norfolk Railway in Weybourne and was a keen bowls player. She moved to Lloyd Court last December.

She told the Eastern Daily Press: "I don't have any secret. None of my family lived to long ages, apart from my sisters. It's just pot luck." Mrs Knopp said all the care home staff were lovely. "I'm happy here." Lloyd Court manager Marie Quantrill said: "Pattie is an absolute delight and she's our oldest tenant."



## Happy birthday, Lizzie – 103!

Tenants at Oakes Court, our Housing with Care scheme in Downham Market, held a surprise birthday party for Lizzie (Sarah) Rolfe, who turned 103 years old in January. Deputy manager Diane Blackmur told Lynn News: "Lizzie is absolutely amazing for her age and all the tenants were keen to celebrate her birthday. She is the oldest tenant we have here." Lizzie enjoyed the surprise event, which included birthday cake, Buck's Fizz and balloons.

Above: Lizzie Rolfe with activities coordinator Janette Burgess and Oakes Court deputy manager Diane Blackmur [Picture: Lynn News]



Above: Pattie Knopp at Lloyd Court [Picture: Eastern Daily Press]



## Look after your mental wellbeing

At Broadland we think it's really important to encourage people to talk about their mental health and wellbeing. This makes it easier for everyone to reach out for help if they are struggling with their mental health.

Will Hunter Rowe, one of Broadland's Mental Health Champions, shares these useful sources of support.

The Five Ways to Wellbeing provide some good everyday tips for looking after your mental health:



### Connect

Keeping in touch with family and friends and connecting with your local community are good for your happiness and feelings of self-worth.



### Get active

Being physically active is good for your physical health and it helps you to relax and feel more positive.



### Give to others

Small acts of kindness towards other people or volunteering in your local community can give you a sense of purpose and make you feel happier and increase feelings of fulfilment.



### Take notice

Being present in the moment and noticing what is going on around you can help. The practice of mindfulness is one way to achieve this and is a proven method to improve mental health.



### Keep learning

Learning can boost self-confidence and self-esteem, help build a sense of purpose, and help us connect with others.

## Getting expert help

Sometimes we need to get help from mental health experts. For example, your doctor may recommend you use the Wellbeing Service (see below), prescribe some pills or refer you for treatment, such as:

**Cognitive Behavioural Therapy (CBT)** – a talking therapy that can help you manage your problems by changing the way you think and behave.

**Counselling** – a talking therapy that involves a trained therapist listening to you and helping you find ways to deal with emotional issues.

**Mindfulness** – an approach that involves practice of staying in the present moment, which can help you manage stress, anxiety and depression.

## More information

**Wellbeing Service** - you can self-refer to this free service  
[www.wellbeingnands.co.uk](http://www.wellbeingnands.co.uk)

**Norfolk and Waveney Mind** – local mental health charity  
[www.norfolkandwaveneymind.org.uk](http://www.norfolkandwaveneymind.org.uk)

**Shout** – a 24/7 text service for anyone in crisis: text 85258  
[www.giveusashout.org](http://www.giveusashout.org)

**Samaritans** – support if you are struggling to cope and need someone to listen without judgement or pressure  
[www.samaritans.org](http://www.samaritans.org)



## Support for Dads

Broadland tenant David Cooper has set up Diamond Dads, a new support group for fathers.

David came up with the idea after he was referred to the Dads Matter group at the Norwich Men's Centre last year. "It was a great support group. The dads ranged in age from 18 to 50. I always thought I was alone, but unfortunately the reality is a lot of dads are struggling to gain contact with their children. We learned about child development and were invited to share our own stories. Because you're all in the same situation, you build an unexpected bond."

Now, with Andy Wood from the Men's Centre, David has started a follow-up group - Diamond Dads, which is open to any father who wants to join (no referral is needed).

"Over the past 4 years, I've experienced extremely low times and felt like I had nobody to really open up to. Our group gives dads in our community a confidential and manly environment to gain advice and support with their mental health and to hopefully stay active in their children's lives."

If you are a dad who is struggling, David says: "Stay focused. Your children need you. Don't let things get on top of you. It's good to talk and ask for help and the Diamond Dads Project is here to support you!"



**DIAMOND  
DADS**



**@youdiamond2020**

**Contact David for more information on 01603 714990 or iamdad2019@outlook.com**

## Community Improvement Fund - now open for applications!

Do you have a project in your community that you would like to fund? You might be able to get a grant from this year's Community Improvement Fund!

Your idea for funding must fall into one of the following categories:

- Health and wellbeing
- Community projects
- Environmental improvements

You can apply for any amount up to £3,000 (this is the total amount of the fund). The fund is open for applications from 1 April to 30 June 2020. A panel of tenants from the Tenant Action Group will judge all the applications and make awards.



*Allotments in Heacham - a community project set up after receiving funding last year*

So, what are you waiting for?! Go to [www.broadlandgroup.org](http://www.broadlandgroup.org) and search 'Community Improvement Fund' for your application form and more information.



## In the Garden Shed

*with Jane*

Hello Gardeners!

A big thank you to everyone who sent me questions (see below). Please keep your gardening questions and tips coming - you may win a prize!

At the time of writing, many of us are confined to our homes. So why not grow something that you can eat?

### How to grow indoor tomatoes

You will need:

- A small tomato plant or seeds
- A large pot with a dish or pot stand underneath and compost
- Support canes and string

If growing from seed, sow

5cm deep and place on a sunny windowsill. If you have a tomato plant, it will need to be repotted. Keep soil moist and only water in the bottom of the pot holder (never from the top) to encourage the roots to grow down. As the plant grows, remove the small side shoots that appear between the leaves and the main stem. When there are 5-6 trusses (yellow flowers on a stalk) on the plant, nip out the top growing tip.

Once the fruits have formed, give the plant a weekly tomato feed. Stake the tomatoes for support as needed.

Take photographs, harvest and enjoy. Have a lovely summer!

*Jane*

## Q&A

*Are there any roses that don't have thorns?*

Jane: A Shropshire lad (climber) and Tranquillity (shrub) are thornless, but most roses will have a few thorns, so prune annually. Try a local garden centre that specialises in roses.

*Can you grow trailing plants in pots?*

Jane: Yes, I would suggest honeysuckle or clematis for growing upwards in pots. Sweet peas are now available for summer hanging baskets. Lobelias, wild strawberries and Tumbling Tom tomatoes will also grow well.

Thank you to everyone who sent in their questions via email and post. You will each receive a bundle of seed packets. Send your gardening questions and tips to [tenantengagement@broadlandgroup.org](mailto:tenantengagement@broadlandgroup.org) or Door to Door, Broadland Housing, NCFC, Carrow Road, Norwich NR1 1HU



*Jane, enjoying time in her allotment*

Here are a few ideas to get us started...

### April

Check and clean your garden tools, and sharpen spades and shears. Make sure you plant all your potatoes by the middle of April. Sow purple sprouting broccoli, cabbages and Brussels sprouts in seed beds. Use fleece to protect delicate seedlings if you expect a cold spell. Weed and hoe often!

### May

Continue to watch out for frost. Sow beans and erect bean supports, either wigwam or frame style. Water when needed. Begin harvesting anything that is ready.

### June

Towards the end of the month, the first early potatoes may be ready - dig one up and see. Harvest what has ripened. Net soft fruit and ensure runner and climbing beans are well supported. Peas should be ready to eat (if you can get them home before eating them!).



## Enter our gardening competition - open now!

If you're proud of your patch, why not enter our 2020 gardening competition? Entry is open from 1 April – 5 June to all our tenants, no matter how big or small your garden (or balcony)!

**The 7 categories are:**



**Best Vegetable Garden** – We want to see a variety of vegetables and fruits



**Best Garden** – Does your garden have the 'wow' factor? Using a variety of plants in different colours and shapes



**Best Community Garden** – We would love to see how the garden benefits you and your neighbours



**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 Community Garden with Assistance** – A new category for Sheltered/Housing with care schemes where tenants get some gardening support from our Estate Services team



**Best Hanging Baskets and Patio Pots** – These should be really colourful, with lots of different plants, not forgetting some greenery



**Best Recycled Garden** – We are looking for the best use of recycled materials

We're giving away prizes for 1st and 2nd place in each category, and every entrant will receive a certificate.

**To enter:** Call 01603 750113 or email [tenantengagement@broadlandgroup.org](mailto:tenantengagement@broadlandgroup.org). The closing date is 5 June 2020. Judging will take place between 1 – 3 July 2020.

*Good Luck!*

## Spring has sprung!

Find all 19 words in our Spring Wordsearch and be in with a chance of winning a **£25 Love2Shop voucher!**



N	B	L	R	M	S	M	R	C	N	S	O	L	C
I	U	B	A	D	G	O	E	L	O	P	D	A	T
T	M	L	U	U	G	S	Y	K	G	B	O	C	B
I	B	O	B	C	E	H	H	S	N	N	S	K	A
C	L	S	C	K	O	O	N	P	O	Y	S	N	B
E	E	S	K	L	A	W	B	I	S	N	B	O	W
A	B	O	S	I	P	E	U	L	D	N	A	M	O
S	E	M	Y	N	O	R	R	U	R	U	P	E	B
T	E	T	A	G	L	S	B	T	I	B	R	O	N
E	B	E	D	B	U	B	U	B	B	I	I	O	I
R	U	N	I	S	L	L	E	B	E	U	L	B	A
B	D	N	L	K	L	C	H	I	C	K	U	T	R
E	S	O	O	L	A	M	B	S	P	L	L	S	O
O	L	B	H	B	E	T	A	L	O	C	O	H	C

**To enter:** Take a photo of your completed entry and send to [tenantengagement@broadlandgroup.org](mailto: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.

RAINBOW	CHOCOLATE	HOLIDAYS
DUCKLING	EASTER	TULIPS
EGGS	LAMBS	BONNET
BUDS	TADPOLE	BUNNY
BLUEBELLS	APRIL	SHOWERS
BLOSSOM	CHICK	
BIRDSONG	BUMBLEBEE	

Entries close on Sunday 31 May. 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.

