

Door to Door

Your local tenant magazine

July 2020



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Thank you for your support!

2020 will probably not go down in many people's estimation as a favourite year and we are only halfway through! The Coronavirus pandemic, and the Government's restrictions, presented us all with an extraordinary set of curbs on our daily lives. At Broadland we had to change the way we work overnight. This has meant that we had to ask for a lot of patience and understanding from our tenants.



Elaine and Michael sanitising communal touch surfaces in Dereham

We had to suspend our routine repair service and instead focus only on emergency and urgent repairs - those that most impacted on your ability to live in your homes. Between lockdown and the start of June, we undertook almost 1,540 such repairs.

A key priority was ensuring adequate cleaning and sanitising programmes in sheltered schemes, and communal areas in places such as flats, to reduce the risk of casual transmission of the virus. By 1 June, we had completed more than 1,000 additional cleaning visits.

Despite the pandemic, we continued to prioritise compliance checks, including gas servicing. I know that some tenants have been unwilling to allow us into their homes, as they were shielding. This does mean that some gas checks are overdue, which worries me. I hope that we can find a way to catch up on the outstanding gas servicing visits before the end of August, ideally in July!

Our offices remain closed for the foreseeable future. Meetings with tenants and between staff are now almost entirely by telephone or by video. We are learning a new, hopefully temporary, normal.

I hugely appreciate the support and understanding that you have given us during these exceptional times. We will continue to prioritise safety for you and our staff, while also delivering the services that I know you value to the best of our ability within the constraints of any restrictions placed upon us.

Michael Newey, Chief Executive



Tenants and communities supported

24 March - 24 June 2020

During the Coronavirus outbreak, we've been supporting our tenants and the wider community, ensuring the safety of our tenants and staff is a priority. We've been maintaining our services and some Broadland staff have been volunteering outside of their usual jobs. So far, we have:



Supported **285** tenants as a result of Coronavirus, via our Tenant Support team



Completed **2,134** emergency and urgent repairs



Carried out **1,162** gas safety tests



Continued to maintain just over **200** communal gardens and green spaces



Supported **133** staff working from home



Collected and delivered **94** prescriptions/food parcels



Assisted **29** tenants with employment opportunities or advice



Sanitised **72** general needs schemes every day
Additionally sanitised all housing with care schemes **5** days a week
Sanitised all sheltered housing schemes **7** days a week



Provided **68** tenants with Essential packs, signposted to local Coronavirus community services or referred to Foodbank



Called **610** of our vulnerable tenants or tenants over 70. **144** of those tenants continued to have support from our Tenant Support team



Continued communal electrical testing, rewires & void works and, in some cases, upgraded multiple schemes such as Shipfield, and Dell Rose Court

Coronavirus: updates to our services



Routine repairs service

As you know, during the lockdown we have only been able to provide an emergency and urgent repair service.

Tenants Online is now open for you to report any NEW routine repairs. This is the only way to report non-urgent repairs at this time. With Tenants Online you can manage your Broadland account 24/7. If you have not yet registered for Tenants Online, you can sign up via our website at www.broadlandgroup.org. We will provide 4 weeks notice of when we are able to take routine repair calls over the phone.

If your routine repair was cancelled due to the lockdown, you do not need to report it again. We already have it on our system and will be in contact with you to re-schedule. We plan to start working through the backlog of repairs from the start of July.

Please continue to report emergency repairs as normal to our Customer Services team. You will not be able to do this via Tenants Online.



Difficulties paying your 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 Rent and Tenant Support teams are here to help.

We will not take possession proceedings, or evict anyone due to the impact of Coronavirus who keeps in contact and works with us to sustain their tenancy.



Hi-tech cleaning

To help maintain the highest level of sanitisation in the communal areas of our properties, we have invested in some advanced technology. The new equipment will allow us to sanitise all contact surfaces with an electrostatically charged product. This will remain on the sprayed surfaces and continue to kill bacteria and viruses for up to 28 days at a time, reducing the need for us to visit schemes every day.

In July we will start the new spraying across all communal areas, alongside our general cleaning services. The chemicals are non-toxic to humans and pets. However, please maintain social distancing as normal while our cleaning teams carry out this work.




Offices remained closed

Broadland offices will remain closed for the time being.

We are working hard to get them opened safely under 'Covid Secure' regulations. It is likely that most staff who are normally based in offices will continue to work from home for the rest of this year. Broadland offices are not likely to open to visitors before next year. Thank you for your patience.


Estates Services



We are pleased to say that our grounds maintenance services have continued wherever they can. Our Estates team have been keeping at least 2 metres away from tenants and other staff members.

The Estates team in some areas are now starting to travel together as long as they are wearing masks, windows are open and have access to sanitiser. They are starting to assess sites for future projects and feel it is important not to stand still and continue to plan, even in these uncertain times.

Gas servicing and Electrical testing



Gas servicing and electrical testing is essential to keep our tenants safe in their homes. As your landlord we have a legal obligation to continue to carry out these works, following Government guidance.

We will ask you if you are suffering from any symptoms of Coronavirus so that we can take the necessary steps to protect you and our staff. If you have any questions about your gas service or electrical test, please contact our Customer Services team on 0303 303 0003.

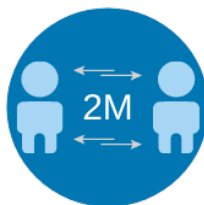
Sheltered housing schemes



Our sheltered scheme managers are still working from home as per Government guidance, however they are attending the scheme regularly to do health and safety checks and to carry out allocation appointments. They are contactable all day by telephone or email, if you live in one of our sheltered housing schemes, please see the recent letter you received with the contact details for the team.

The communal lounges remain closed, until we can find a safe way to re-open them. We apologise for the inconvenience, but need to follow Government guidelines and ensure you stay as healthy as possible and stop any potential spread of the virus.

PPE & social distancing



Our cleaning teams will be wearing similar Hi-Vis jackets as well as gloves whilst they clean and sanitise our schemes.

If you are having a repair completed in your home, our repairs team will call you before they visit and run through a few simple questions which will identify which PPE they need to wear during their visit. They will also go through what steps we need you to follow to help make the visit as safe as possible for everyone.

For repairs in communal areas or outside your home, the PPE worn by the operatives will be based on the risk assessment created for that particular repair.

Housing with care



We continue to work with Norse Care to ensure that our tenants remain as safe as possible and this is why we have restricted visitors to all housing with care schemes.

Norse Care have been working hard to facilitate safe external visiting with an appointment system for family and friends, as we know the importance of tenants being able to see their loved ones in person.

Thank you to all of our tenants, their family and friends and all the staff at Norse Care for your support in helping us to manage this situation as effectively as possible.

For the latest information, see the **TENANTS** part of our website at www.broadlandgroup.org.

All information correct at time of printing.

Good news stories!

For the last few months, our staff have been volunteering alongside their day job, calling tenants who need extra support and picking up their shopping and medicines. Here's some feedback that tenants shared with us...

"I received a phone call from Broadland every two weeks to see if I was OK or if there was any shopping I needed. I don't receive many phone calls and the staff that called really made time for me, it wasn't just a quick call. I had to shield and looked forward to the conversation. It was nice knowing you would have someone to talk to." **Mrs M, Norwich**



"Leroy called fortnightly at first, but then it went to weekly. We just had a lovely chat, he was a lifesaver. It stopped me from panicking and has done me the world of good. It's nice that somebody cared." (The phone calls resulted in Mrs S being referred to our Tenant Support team for help with occupational therapy, a benefits check etc, which she says has been a big help.) **Mrs S, Newton Flotman**



"Gavin who came out to pick up my medication was excellent. Bless him, he had to go twice for me and left me his number if I need it collecting again. This has made a lot of difference, as I am disabled and struggle with walking. I heard about this support through emails, which I am sent quite regularly with updates on everything. Broadland have been the best landlords I have ever had - their service is 1000%, not 100. They are a top class company that think of their tenants very highly. Thanks to all staff, you are fabulous!" **Mrs S, Norwich**



Employment and Training support



Has Coronavirus shattered your plans for the future? Are you unsure of your next steps after school or college? Out of a job and wanting to retrain?

We are here to help!

Kate Sadler is our in-house Employment and Training Coach. Kate can support you to make the changes you want in your life, such as:

- Career advice
- Training courses and funding
- CV support
- Voluntary work
- Job search and applications
- Identifying transferable skills
- Sourcing/funding for IT devices

Take the first step today

Complete our online referral form at www.surveymonkey.co.uk/r/V97YCFL or email kate.sadler@broadlandgroup.org or call 01603 750128.

Meet Matt, our Welfare Benefits Advisor

Q: What do you enjoy about your role?

A: I enjoy helping people get what they are entitled to. Benefit rules can be complicated and many people don't realise they are missing out on extra money. I also enjoy solving benefit problems. Not all benefit decisions are correct, so it's very rewarding to get a negative decision overturned.

Q: Is it true you were once spotted reading a benefits textbook in your lunch break?

A: Yes, that's true! I guess that makes me a bit of a geek, but with benefit rules changing regularly I have to keep up-to-date as best I can!

Q: How do you help people?

A: I'd say the three main ways are:

1. Advising what someone is entitled to, and whether they would be better off claiming a different benefit.
2. Helping to claim. This can include guidance on completing a paper form or an online claim, like Universal Credit
3. Helping people to appeal certain benefit decisions. Not all decisions can be appealed, but I can advise on this and in some cases I can assist at a Tribunal hearing.



Q: How can people contact you for advice?

A: Please email me on matthew.obrien@broadlandgroup.org or call me on 01603 750208.

Tenants’ mental health

At Broadland we think it’s important to encourage people to talk about their mental health and wellbeing in the same way they would discuss their physical health. This helps to break down the stigma surrounding mental health issues and helps people feel OK to reach out to someone if they are struggling.

To support this, Broadland set up a small project team to investigate what services are available for tenants to access, as well as provide useful tips and advice that we can all adopt to help improve our mental health and wellbeing.

Before the Coronavirus lockdown we held a Wellbeing Workshop pilot session for members of the Homes Panel and Tenants Action Group (TAG), along with some Broadland staff members, including one of our Mental Health Champions.

Although we have not been able to develop these workshop sessions because of the current Government guidelines, the team has been continuing its work. The Health and Wellbeing page on Broadland’s website has been redesigned and updated with information, tips, resources and links to support tenants’ health and wellbeing - www.broadlandgroup.org/tenant-support-health-wellbeing/



We will keep you updated about this exciting project, but in the meantime please remember, if you are experiencing mental health problems you do not need to face them alone. There is help available and there are many things you can do to improve your wellbeing.

Tackling ASB!

Antisocial behaviour (ASB) can mean any behaviour which causes, or is likely to cause, harassment, alarm or distress to persons not of the same household. This takes many forms ranging from issues caused by pets to serious issues of violence.

Last year, Broadland investigated 121 new antisocial behaviour cases. The chart opposite shows a breakdown of the different types of complaints received.

The vast majority of tenants just want to live in their homes and get on with their lives. We understand the impact that antisocial behaviour of a few people can have on communities. We always take complaints seriously and try to tackle them as quickly as we can.

We’ve got a range of tools you can

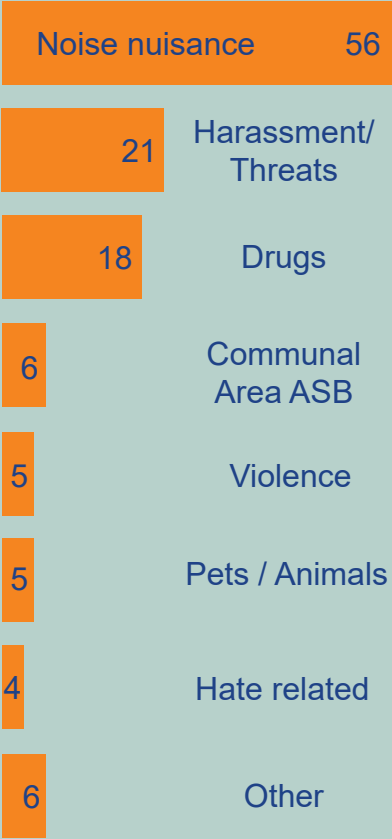
use to record ASB, including an app to record noise, and log sheets to keep a record of nuisance. Where we can work with neighbours to resolve issues, we will do so. We have a range of actions we can take, including serving notice seeking possession, and using injunctions (court orders).

Ultimately, we can apply to the court to evict a tenant from their property. This process can take time and often requires a trial at court in front of a Judge. Last year we evicted 2 tenants for causing antisocial behaviour at their property.

We understand that our response must be tenant focussed and over the next year we will be looking to make improvements to our service.

We welcome and value any input from our tenants. If you would like to be involved, please call **01603 750113**.

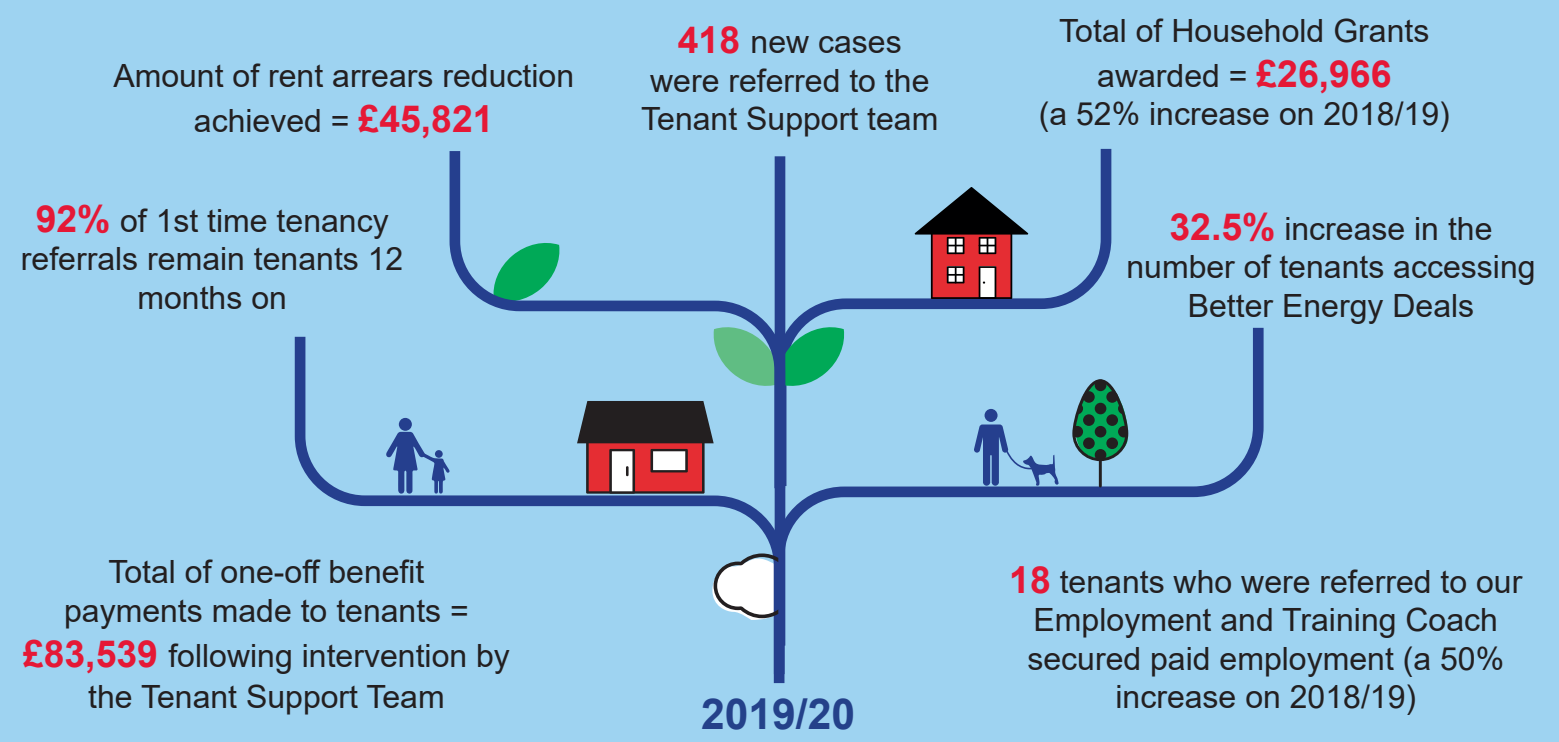
ASB cases 2019/20



Number of cases

Tenant Support update

Every year brings new challenges for the Tenant Support team, but the service continues to find new ways to help tenants. Below are some facts and figures about what the service has achieved over the last 12 months.



The Coronavirus outbreak brings new challenges but the Tenant Support team are always here to help. To access support, click on the 'Help' button on the 'Tenant Support' page of our website at www.broadlandgroup.org. You can also speak to a member of your Housing Team or call 0303 303 0003 and ask for the Tenant Support team.

Building Better Opportunities - New Horizons Project

Over the past 3 years Broadland delivered a project supporting people in the west of the county with 'Money - Work - Online'. This project came to an end in October 2019 and these are the key results and outcomes.

Results

- 70** enrolments on to the project
- 17** participants into training
- 18** participants actively looking for jobs/employment
- 3** participants into job/employment

Outcomes

- 53** participants more confident and in control of day to day money
- 12** participants increased their ability to plan ahead for money needs
- 47** participants helped with digital inclusion
- 45** participants helped with crisis support (debt)

A dream come true...

Michael Smith moved to Lloyd Court housing with care scheme in High Kelling in March 2020. Before that, he lived at a residential care home in Norwich for 7 years. Michael says of his move: "It is a life changing experience to be able to do what I want to do within the scheme and outside, in beautiful surrounding countryside."

Michael's passion for wildlife and photography was one of the reasons he wanted to move to north Norfolk, with more opportunities for enjoying nature and birdwatching in the rural environment. Although he is sociable, Michael also enjoys his own company, and this was another reason he wanted his own place:

"Living in a housing with care scheme provides more choices and scope. I receive excellent care and treatment from the Norse Care staff here, but equally I'm able to exercise my own independence as far as possible, and safely."

Marie Quantrill, scheme manager, says: "Michael has quickly become part of the community at Lloyd Court. He visited us a few times before he moved in. He spent some time in the lounge area and had lunch with other tenants in our restaurant. He was excited but a little apprehensive to start with, as this was a very

new way of living compared to residential care."

Staff helped Michael settle in, supporting him to fill in the paperwork about his change of address and other important documents. He is now flourishing in his own self-contained flat, which has easy access to the scheme's garden and local amenities. He can also dial a ride or use the coast hopper bus to go further afield along the coast.

Marie adds: "Michael looks well and happy in his new surroundings. He is enjoying being in control and making his own decisions."

To anyone thinking of making the move into housing with care, Michael has this advice: "I would say look at the location of where you wish to live, visit the scheme and speak to management, staff and tenants to get a good feel of the environment and see if other tenants are happy. Look at the flat and the surroundings, and take time to think through what is best for you. But my dream came true!"

We currently offer housing with care schemes in Norwich, King's Lynn, Downham Market, Cromer, Holt, Wymondham and Great Yarmouth. You can download brochures about these schemes from the NorseCare website at www.norsecare.co.uk/brochures/housingwithcare.

The housing with care scheme is subject to a care and housing assessment from social services and your local housing department. However, as a guide, in order to be eligible you must have both a housing need, as well as a care and support need. To apply, you will first need to register with your local council. For more information on our housing with care schemes visit www.broadlandgroup.org and search 'housing with care needs'.



Frank Cotton 1927-2020



Frank Cotton, who lived at St Katherine's Court in King's Lynn, sadly died in May. Frank was very popular among the tenants and always participated in the activities and events at the scheme. A talented artist, he painted special stories every Christmas until his eyesight deteriorated. Frank also used to play a video recording called 'the fireplace' for everybody to sit round and enjoy during lounge meet-ups, Christmas coffee mornings and the Carol Service.

Frank was a great gardener, winning many gardening competitions for St Katherine's Court. Even when he could no longer garden himself, he was happy to train other tenants who were interested.

Florence John, Scheme Manager, says: "The highlight of Frank's social involvement here was joining the singing group and performing a drama piece called *A hole in the bucket*. I will remember Frank's stories about the war time, how he served around the world, his childhood stories and how he used to make us all laugh."

Our condolences to Frank's family from everyone at Broadland Housing.

Queen's Award for Voluntary Service

Gerald Burrows, a tenant at St Katherine's Court, volunteers at The Bridge for Heroes, which was awarded the Queen's Award for Voluntary Service in June. This is the highest civilian award for voluntary groups, and the equivalent to an 'MBE'.

The King's Lynn charity helps serving military personnel, armed forces veterans and their immediate families. It normally offers a drop-in support centre in the town, but since the

Coronavirus outbreak, it has adapted its services to offer phone support, food drops, virtual activities, and home visits.

Gerald, who has served in the military himself, explained: "As a volunteer I do anything that's needed - making cups of tea or whatever. I took Frank Cotton [see above] down to the centre several times. I am now shielding, so a Bridge for Heroes welfare officer comes round to see me at home twice a week, wearing full PPE. It is an amazing charity and I am really pleased to see it get the recognition it deserves."



Ex-Wren Marion celebrates 100th birthday

Marion 'Bubs' Wilkinson celebrated her 100th birthday on 9 June at Lloyd Court.

Marion got her nickname as a baby, when she used to blow bubbles from the side of her mouth! Now a grandmother, she was born in Kent and at 21 she served for two years as a Wren (Women's Royal Naval Service) during the war.

Later she worked in London for 26 years, "arranging and catering cocktail parties for the 'high society', including film stars and lords! I remember once I was tipped £5, which was an awful lot of money back then. I loved my career in catering and I still love a good cake now!"

Marion moved to Lloyd Court in 2015 and says her favourite hobby at the moment is doing daily word puzzles in the newspaper to keep her mind active.



She acknowledges that we are living in exceptional times, but says:

"I honestly believe I come from a generation that always bounce back no matter what life throws at you. I cannot think of a better place to celebrate my 100th birthday than at Lloyd Court, where I feel safe and very well looked after."

Growing our own

A new polytunnel at The Elms in Norwich is helping us grow our own plants all year round. The plan is for Broadland to be self-sufficient within two years in all the plants we use to landscape our schemes.

The polytunnel, which arrived in February, measures 7 metres x 4 metres and has an automatic watering system. Estate Services Team member John Breame, who led the project, explains that it hasn't all been plain sailing:

"We put the tunnel up during a particularly stormy part of the year. I was quite concerned it might blow away! I was also concerned because of the outbreak of Coronavirus and the impact on our work. We could have lost everything we had already grown."

However, during lockdown the Estate Services team has been able to continue maintaining our communal gardens by keeping a safe distance to protect themselves and tenants.

The team has also spruced up the old bowls hut at The Elms, turning it into a propagation and potting shed. The hut has a heated propagator and grow lights, fitted by Broadland's electrical engineers. The facilities means that we can now propagate plants all year round.

John says:

"The potting shed will constantly replenish our stocks, with the polytunnel giving weather protection and excellent growing conditions."



Gardening competition - results!

Thank you and well done to everyone who entered our 2020 Gardening Competition. This year, due to the Government guidance, the panel were unable to visit the gardens in person and judged the entries by photos, videos and by live video calls on Zoom.

Our panel (including our Environmental Champions and Jane, our tenant gardening guru) finally picked these winners &

runners up below.

Jane said: "I have to congratulate every gardener who entered the competition on your heroic efforts to get things growing and flowering in your gardens, patios, windowsills and containers. This has been an extraordinary six months, lockdown since March and garden centres shut. The weather unpredictable, records broken, heatwaves and not to

mention the heaviest rainfall in February for years!

However, you all managed to achieve some stunning gardens and veg patches which made judging as always, very difficult, and it was very close in all categories. Once again well done to everyone and I am already looking forward to next year!"



Best Garden

Winner - Mr Greentree, Dereham
Runner-up - Miss Sanders, Heacham



Best Small Garden

Winner - Mrs Cook, Barney
Runners-up - Mr Gordon, Dereham &
Mrs Davey, Worlingham



Best Hanging Baskets & Patio Pots

Winner - Mr Riches, Great Yarmouth
Runner-up - Mr Burgess, Norwich



Best Recycled Garden

Winner - Mr Bayford, Worlingham
Runner-up - Mr Griffiths, Great Witchingham



Best Vegetable Garden

Winner - Miss Sanders, Heacham
Runner-up - Mr Griffiths, Great Witchingham

For more pictures from our winners and runners-up, please visit our news feed on our website at www.broadlandgroup.org or visit our Facebook page [@broadland](https://www.facebook.com/broadland).

In the Garden Shed

with Jane

Hello and welcome to all our gardeners.

It's been the hottest spring on record, after the heaviest rainfall in February. Mother Nature is up to her old tricks and we gardeners just have to work round it!

Keep pests at bay

As an organic gardener, I try to use plants to keep pests at bay, for example:

- Nasturtiums - aphids prefer them to broad beans and cabbage white butterflies lay their eggs on the leaves instead of your brassicas!
- Mint attracts flea beetles
- French marigolds deter whitefly from your outdoor tomatoes

Companion planting

Growing vegetables next to each

other is another trick. One system is called "The Three Sisters", originally from South America. When you plant out young sweetcorn, sow a climbing bean next to it - the bean will climb up the growing stalk of the corn. Between the rows of corn, plant pumpkins or squash, and all three will ripen together in time for early autumn. I'm going to try this next year.

Plant for wildlife

A wildflower patch will attract all sorts of pollinating insects and can look lovely. I have devoted a special area on the allotment, along with a mini pond, and in our community garden we have a corridor full of wildflowers

My favourite is a green manure called *Phacelia tanacetifolia*, or



blue tansy. It has beautiful purple flowers which the bee population love. Not only is it self-pollinating, but at the end of the season you can just dig it in as a manure!

I hope that everyone who sowed indoor tomatoes will soon be enjoying their delicious crop. Do let us know how you got on, or if you have grown anything else on a windowsill or balcony. Send us your pictures.



Top tip - How to dry fresh herbs in the microwave

I dried thyme, rosemary and lemon verbena last year and it was very successful.

1. Wash and thoroughly dry 4-5 herb stalks (if the herbs are not dry they will cook)
2. Place between two sheets of kitchen towel in the microwave.
3. Microwave on full power for 2-3 minutes
4. Check to see if the leaves are brittle, if so, they are ready, if not, then an extra 30 seconds should do.
5. Cool on a rack and store in airtight containers or small jars. Herbs will keep 12 months.

Note - these make lovely Christmas presents.

Fingers crossed for lots of summer sunshine with rain once or twice a week, preferably at night (but that's in my dreams!) Whatever the weather, here are some ideas to keep us busy for the next 3 months.

July

Keep watering! It's better to drench the ground twice a week rather than a sprinkle every evening. But tubs, baskets and troughs need daily watering. Plant out celery, Brussels sprouts, cabbages and broccoli. Continue to weed and hoe. Pick and enjoy the fruits of your labours.

August

Store any extra vegetables. Dry your herbs in the microwave (see top tip). Continue to weed and dig over empty patches ready for late planting and sowing. Harvest your produce. Share the surplus with friends and neighbours.

September

Protect your brassicas. Caterpillars can destroy a crop of cabbages in hours! Net the plants while they are small and check daily to remove eggs. Continue to dig the empty spaces, weed and hoe. Harvest, eat, share and store. Happy gardening!

Jane



Get involved, make a difference

Why get involved... ?

There are lots of ways to get involved and have your say. Making a difference to your community or neighbourhood is rewarding and benefits everyone.

- Improve your neighbourhood
- Help shape our services
- Meet new friends!
- Learn new skills
- Get free training
- Boost your confidence!

As a thank you for your help over the year, you will be invited to our all tenant events and be entered into our grand prize draw*.

*not applicable for Community Conversation events



Homes Panel

Review and help improve our repairs services at our interactive meetings where you can talk directly to our senior managers about your ideas for improvements. We meet 4 times a year.



Community Conversations

Look out for your personal invitation - meet senior Broadland staff online or in a venue near you (6.30-7.30pm). Come along and be in with a chance of winning £25.



Tenant Action Group (TAG)

We look at what's important in your community from fly tipping and antisocial behaviour to tenant wellbeing. We meet 6 times a year.



Good Neighbour Awards

Share the love! Nominate a neighbour who goes the extra mile for our special award.



Community Inspectors

Check your local scheme for communal issues around safety, gardening and cleaning. Short inspections 4 times a year at a time to suit you.



Mystery Shoppers

Test our services, report back and get shopping vouchers as a reward!



Digital Panel

Complete our online surveys throughout the year – as little or as often as you like.



Pinboard

Go onto our website and submit your photos, tips, poems, recipes, stories. Inspire your community.



Become a Member

Hear about how Broadland is run and vote on key decisions. Come along to events to hear about the work we do.

**Share.
Engage.
Grow.**

How to get involved:

Call 01603 750113

Email tenantengagement@broadlandgroup.org

Visit www.broadlandgroup.org

Good Neighbour Award Winners

Sharon Fulbrook, Scheme Manager at York Place, nominated Lynne. "Lynne has been really dedicated in helping tenants around the scheme. Personally, for me she has been great in keeping me informed of any issues. She recently helped me too when her friend at the scheme sadly passed away, helping to sort the dog out and deal with the paramedics and police until I arrived."



Mr Redpath, also at York Place, nominated his neighbours Glenis and Kev: "They go above and beyond and always have an open door whenever anyone wants a chat. They have so many kind words for people. They deserve to be praised, even before the lockdown they have been outstanding and are always there for you when needed. They love baking and are the best cake makers I know!"

SUMMER Word Search

Find all 20 words in our Summer Wordsearch and be in with a chance of winning a **£25 Love2Shop voucher!**

BUCKET	ARCADE
BIKINI	SURFING
SEASHELLS	SPADE
KITE	DECKCHAIR
STARFISH	SUNHAT
PARASOL	PICNIC
SUNTAN	SHORTS
ICE CREAM	BALL
PADDLING	CHIPS
SWIMMING	BEACH

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

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.

Entries close on Monday 31 August. 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.