



2020 Community Conversation feedback

Repairs

You told us

What's changed?

Recharges	You feel that...Homes are not being maintained by tenants. Do we recharge tenants for damages?	<p>We do have a tenant recharge policy which is used when a tenant causes damage or neglect to their home. We will often charge a tenant before the repair takes place.</p> <p>This is also the case for things like lost keys which require a lock change, as this is part of a tenant's responsibility.</p> <p>We will not charge tenants for damage when this has happened as a result of a break in or damage caused as part of a police incident (a crime reference number is required).</p>
Sound Insulation	You said...There is sound insulation issues with some of our older properties.	<p>This is a common query we receive but is unfortunately often difficult to do anything about.</p> <p>If you are struggling with sound insulation issues within your property or scheme, please email details to: AssetTeamEnquiries@broadlandgroup.org. We can then arrange for a surveyor to visit you at your property.</p>

Repairs	You said that...Scaffolding has been left up at some of our schemes, which affects light into homes. You feel like it's just being stored there.	Thank you for letting us know about this issue. Sometimes things do go wrong, and, we weren't aware that this was still up at the scheme. We have spoken with the contractors and they have now removed the scaffolding.
	You feel that...General repairs are taking longer to be done, even before the Coronavirus restrictions.	We are sorry that you feel we have been taking too long to complete some repairs. As a result of your feedback at these events, we have reviewed the areas that our operatives work, creating 5 local delivery teams. We hope that by giving our operatives (along with ESCO's and Neighbourhood teams) a dedicated area, that we will be able to identify and resolve issues more quickly. Having operatives working within one area will allow more time available to complete jobs and less time spent travelling
Follow up repairs	You told us...It is frustrating not to be able to quote a job reference number when following up a repair.	Thank you for feeding this back to us. We have recently updated our text system, following feedback from our customers, so more information is provided and a reminder sent for appointments. We agree that it would be useful to be able to quote the job number when communicating with us, so we will consider this when future improvements are made.
	You feel that...We attend on multiple occasions for one repair and even then it's sometimes still not completed.	We know in the past some tenants have experienced multiple visits for a repair. Although we can't always avoid this, we are obviously very keen for this not to happen. We hope that by creating our new local delivery teams, tenants are more likely to be visited by the same operative who knows the history of the repair. They will also work closely with the local delivery manager who will be responsible for both housing, repairs and estate management issues within our properties.

Notice	You told us...We turned up without notice to complete your repair.	We are sorry that this happened. Sometimes if our operatives are in your area and are ahead of schedule, they will try and complete another job. We know this isn't always at a convenient time however, if we are allowed to complete the repair, it means a saving on fuel and time at another date.
	You told us...We didn't turn up for you repair and we didn't let you know that no one was coming.	We are aware that this is an issue and is something that unfortunately we hear regularly. We need to make improvements with the way that we keep tenants informed and is something that we will be trying to improve on over the early part of 2021. Thank you for your feedback.
Service charges	You wonder...What you are paying services charges for if the communal areas are not being maintained e.g. carparks, communal fencing, newel posts etc?	We are sorry that your communal area has not been maintained. Our operatives, ESO's and Neighbourhood Officers are now working in a dedicated local delivery area and report directly to a Local Delivery Manager. This means a more joined service between the different trades. If you feel your area is not being maintained, please visit our website to find out how to contact your Local Delivery Manager.
Estate Service Operatives (ESO's)	You feel...Disappointed that service charges would have to increase to get the ESO's at your schemes for longer.	We are sorry to hear that you are disappointed with the length of time the ESO's visit your scheme. Unfortunately, our ESO's are part funded through service charges. The cost to each scheme based on the amount of work that is needed at a scheme e.g. large lawns, hedges, large flower beds. If you are concerned that the work is not being completed to a satisfactory level, please contact our customer services team who can arrange for the Estate Services Manager to call you to discuss this.

Gas servicing	You feel that...Tenants aren't consulted on gas boiler replacements. You would like the opportunity to discuss solar energy options.	<p>It's great to see an interest in more sustainable technology for our homes. Reducing Broadland's carbon footprint is one of our core values. We are working hard to reduce fuel poverty amongst our customers by making their homes more affordable to run.</p> <p>There are lots of different ways we do this, not just through the systems we install, but also through monitoring the performance of our homes to understand where we need to focus our resources most.</p> <p>We would love to install technology such as solar panels in all of our homes, but this is simply not affordable. Our teams work very hard to make sure that the systems we install are the most efficient and most suitable for the home they are going into.</p> <p>There are tenant panels where these types of discussions take place, please see our website for details of how to get involved.</p>
---------------	--	---

Communication

Door to Door	You suggested...New tenants are given a copy of our tenant magazine 'Door to Door' on sign up.	All new tenants now receive a paper copy of Door to Door to introduce them to our magazine. If you would like to receive either a paper or digital copy of our magazine, please email tenantengagement@broadlandgroup.org .
Communication	You feel that...We rely on digital communications (e.g. email and social media) and text messages to communicate with	To help Broadland reduce its impact on the planet, we moved to paperless communication a few years

	tenants. We force tenants into digital, but we should be using communication preference. Some tenants don't have a mobile phone or email.	ago. We now only send paper letters in very limited circumstances and to those with no access to email or a mobile telephone. If you would like a repair appointment confirmed by paper, and do not have access to text or email, please let our customer service team know.
--	---	--

Other

<i>Recycling</i>	You told us...You would like more advice and training for tenants about recycling.	Thank you for sharing this idea. We have dedicated Environmental Champions within Broadland who are looking forward to sharing advice and information with tenants over the coming year. Look out for more information in Door to Door and on Facebook.
------------------	--	---

Customer Services

Freephone number	You would like...A freephone number for our Customer Services team.	<p>Unfortunately, a freephone number is not something that we are able to offer our tenants at the moment.</p> <p>You will however, shortly be able to report a repair via Tenants Online at a time that is convenient to you. We are hoping to launch this Summer 2021.</p> <p>To activate your Tenants Online account, which allows you to manage your Broadland account online, please visit our website or speak to a member of staff for details.</p>
Observations	You said that...Staff do not notice things when they're out and about (e.g. fence broken).	Thank you for raising this with us. This is something that certainly needs to be addressed and we are hoping that by creating dedicated area patches for our operatives, ESO's and Neighbourhood teams, that

		there will be more ownership on the areas that the teams work.
Feedback	You asked...What we do with feedback from tenants?	<p>We value the feedback that you provide us with through our forums, groups, events and surveys. Your feedback is used when making decisions that affect our services. This could range choosing a kitchen supplier, to what you would like to see included in our corporate strategy.</p> <p>We know how important your time is and appreciate that you give up your time to provide us with feedback. Our aim is to keep you informed as possible through our website, social media pages and door to door.</p>
Consultation	You feel we...Need more consultation with tenants when we make big changes	<p>We consult with tenants through our Homes panel and TAG and Digital panel. If you would like to be involved, please visit https://www.broadlandgroup.org/get-involved/why-get-involved-2/</p>
Scrutiny	You said...We are members of TPAS and have, in the past had a scrutiny panel, but not now. Would this be something that Broadland would form again in the future?	<p>We are currently putting together an involvement plan for 2021. One of the things we are considering is a scrutiny panel. We are hoping to finalise and publish our involvement plan to tenants by April.</p>

Housing

Neighbourhood Officer	You told us...You miss personal contact with your neighbourhood officer.	<p>One of the other things we are considering in our involvement plan is scheme walk abouts. This will be different to 'Out and About' and will mean that neighbourhood officers will visit schemes and be available for tenants to speak to them directly. We are still finalising details and hope to publish details by April.</p>
ASB	You feel...We don't listen to tenants about ASB. We could do more to support those tenants experiencing ASB.	<p>As a result of your feedback, in December we held an ASB seminar for tenants. The event was hosted by Broadland Housing and Birkett solicitors and was a opportunity for tenants to find out more about the law</p>

		around ASB and our process. For more information about the event, please see our January Door to Door .
Allocating homes	You asked us...What checks or referencing does Broadland complete on new tenants? Tenants do not feel clear about the reasons Broadland can refuse an exchange and the power Broadland has in the process.	Following the success of our ASB seminar, we will be hosting a session with involved tenants on how we allocate homes, including details of the process and interview stages. Look out for details on our Facebook page. If you would like to be kept informed please email tenantengagement@broadlandgroup.org
Sheltered Housing	You told us...The Cedars does not feel like it is sheltered accommodation as the ground are easily accessed. There has also been people delivering fliers on site all hours including into the night.	We are currently in consultation with residents about installing some new gates at one of the entrances that will reduce thoroughfare fair and improve security. If you are concerned about people being on site, including leaflet distribution, please speak to your scheme managed.

Digital

Reporting a repair	You told us...When you report a repair, you are not told in the text or email what the repair is.	Thanks to your feedback. Our repair text messages now include details of what the repair is.
Going digital	You would like...To report your own repairs online and get a date and time.	We are currently making changes to Tenants Online so that tenants will able to book their own repair. This will allow tenants to choose the most appropriate date for them and keep a reminder of when the appointment is. We hope to launch this in summer.
	You told us...When a repair is picked up after 4pm, our system sends an SMS message that the operative will be there in ½ an hour, when actually it will be the next day.	Thank you for raising this issue with us. This is something that will need to be investigated further.