



## Door to Door

Your local tenant magazine

October 2020

### Last apartments remaining!

Are you (or someone you know) looking to rent in Norwich?

There is still time to rent one of our brand-new 2-bed apartments at Richard Hawthorn House, Canary Quay (phase 2). Monthly rents start at £817 pcm, including service charge.

Each apartment has a stylish kitchen-diner with a balcony or terrace – all big enough to eat outside, and includes a new fridge freezer and oven.

To book a viewing call 01603 229211 or [LButcher@savills.com](mailto:LButcher@savills.com).

For full terms and conditions and more information, visit: [broadlandgroup.org](http://broadlandgroup.org).

**canary  
quay**



We are listening, get in touch



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

## Meet our new Board members

At our AGM (see page 4) members elected 4 new Board members, including 2 new tenant Board members.

**Richard Alexander**, one of our new tenant Board members, has spent most of his career managing services for local government. "I believe that social housing is a vitally important sector of housing provision. The opportunity for people to rent good quality properties coupled with a regulated and fair system of rent increase is essential."



**Mike Finister-Smith** comes to Broadland with 25 years' experience of the housing sector. He says his role as Audit and Risk Committee chair needs financial accounting skills but also "a common-sense approach to risk and to understand the practicalities of running a large business."



Mike lived in social housing till he was 23. "I'm interested in exploring how we engage as many tenants as we can in a constructive and meaningful way."

**Judith Elliott** is the Director of elconsulting, a coaching and training business that she set up after a long career with the John Lewis Partnership. She works with organisations ranging from small start-ups to huge corporations like Bosch.



Judith will be bringing her wide experience of people management and development to the Board. I have a fresh perspective and can ask, "Why are you doing it like that...?" Challenging leadership doesn't have to be a conflict. It works when both sides listen to each other and you can have a proper debate."

**Martin Keats** started his career in the Royal Navy as a radio operator, where he became fluent in Morse Code! Martin lives in one of our shared ownership homes in Watton. He is particularly interested in addressing homelessness.



Martin and his wife were forced to sell their home in Thetford when they lost their jobs through ill-health. He says: "A lot more people are likely to find themselves in the desperate situation my wife and I were in. I thought it would be good to give a voice to that experience on the Board."



## Be a Member of Broadland

### Why become a Member?

Becoming a Member of Broadland Housing Association has lots of advantages for tenants:

- Attend, ask questions and vote at our Annual General Meetings
- Get to hear about the direction of Broadland first-hand
- Have a chance to vote on key changes
- Get invited to exclusive members-only events throughout the year

You are entitled to become a Member if:

- you are named on the Broadland tenancy agreement
- your account is no more than one month in arrears (excluding housing benefit/UC)
- you have not been the subject of an ASBO in the last 12 months, or a notice of intention to seek possession for anti-social behaviour
- you agree to be bound by our constitution and agree to act at all times in the interests of the association and for the benefit of the community

For more information

Email: [members@broadlandgroup.org](mailto:members@broadlandgroup.org)

Phone: 01603 750279

Website: [broadlandgroup.org](http://broadlandgroup.org) click 'About us'

## Get on Board – training for tenants

During the summer we launched Get on Board, a new course to encourage tenants to become a Board member or join one of our growing number of tenant panels.

Tenants learned useful background about Broadland - its history, vision and how it delivers services – and about how housing associations are regulated and funded. 'Get on Board' also aimed to help tenants gain confidence and skills for taking part in committees, formal meetings etc.

Due to the Coronavirus restrictions, the training was held online via Zoom. Our Chair and members of our Executive team joined tenants over 4 evenings in July. We had to limit course numbers to ensure there was a chance for everyone to engage, but we plan to run similar training for tenants again in 2021.



A huge thank you for the informative and thoughtful sessions on the structure and governance of Broadland. I now have a far better understanding of Broadland and its inner workings.

*Comment from a tenant who took part*



**Interested?  
Get in touch!**

Call 01603 750113  
Email [tenantengagement@broadlandgroup.org](mailto:tenantengagement@broadlandgroup.org)

## Broadland's 'finest hour' – AGM 2020 report

Broadland held its first 'virtual AGM' in September. Board members and association members came together in a socially-distanced meeting, with an exclusive video link as an additional option for participants.

Michael Newey, our Chief Executive, described how the previous 6 months had been Broadland's 'finest hour'. He outlined how we have supported vulnerable tenants during the Coronavirus pandemic, implemented a huge sanitisation programme, and worked closely with local partners to provide safe places for homeless people during the lockdown.

Reflecting on the year, Michael was upbeat about Broadland's performance, despite the pandemic:



Delivered 288 new homes and allocated 527 new homes



Carried out over 20,000 repairs, including new bathrooms, kitchens, windows and heating systems



Installed solar PV panels to 55 homes



Adapted 38 properties to enable tenants to stay living in their own homes



Supported nearly 350 tenants to help maintain their tenancy

He reported that Broadland had also played a key part in the 'Everybody In' campaign to ensure all homeless people had



a safe place to stay during lockdown.

"We have proven that we are equal to the challenges which have been thrown at us, and we will stay focused on our core aims."

Read our full 2019-20 Annual Report at [broadlandgroup.org](http://broadlandgroup.org).

## Water: use less – save more!



- 1 Turn off the tap while brushing your teeth
- 2 Use Tenants Online to report a dripping tap - it can waste 15 litres of water a day
- 3 Take shorter showers - 5 minutes if possible!
- 4 Use a plug and bowl to wash up – it can cut water wastage by 50%

More water saving tips at [broadlandgroup.org](http://broadlandgroup.org) and search 'energy saving'

## Important - gas safety!



Don't forget, you need to tell us if your gas safety appointment is no longer convenient, so we can rebook it for you.

Your **annual gas** check is to keep you and your family safe! Call **0303 303 0003** to re-book your appointment.



## Tenant alterations & improvements

### Thinking about carrying out some work in your home or garden?

Remember, you must gain written permission from us **before** you carry out any works.

You can now apply for this online using the '**Making alterations**' form on our website (in 'Tenants' section). This form tells you what information you need to give us about your planned alterations or home improvements.

If you have completed works without our permission, this breaches your tenancy agreement. Please contact [TenantAlterationRequests@Broadlandgroup.org](mailto:TenantAlterationRequests@Broadlandgroup.org) with details of the alterations, including photos if possible. We will need to review the works and reach an agreement with you about the next steps.

## Asbestos surveys

Before we start any major alterations or repairs, we will carry out an asbestos survey. If asbestos is found anywhere the property, we will remove it safely, in line with Health and Safety Executive (HSE) rules.

We are also carrying out additional surveys of homes that are not due for improvement works, to identify any material that requires removal.

In this case, our consultant contractor Clearview Environmental will contact you directly, over the next few months, to explain what will happen. We can reassure you there is nothing to be concerned about. Thank you in advance for allowing our consultants access to your home.

Please do not worry if you are not contacted - this means we already have a survey on file about your property.

## Out and About – visits postponed

Following the Government's guidance on Coronavirus, on 19 March we postponed all 'Out and About' visits until further notice. Since this date, our Neighbourhood Officers have been calling tenants instead.

Our 'Out and About' phone calls 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 will send you an invitation by text or email (depending on your communication preference) to let you know your Neighbourhood Officer, or another member of our staff team, will be contacting you. Unfortunately we are unable to send letters at this time.

Don't miss your invitation! Please tell us if you have changed your mobile phone number or email address - go to Tenants Online or call **01603 750113** to update your details!





## Tenant Action Group (TAG)

Since March, our Tenant Action Group (TAG) have continued to meet online via Zoom every other month to discuss community and neighbourhood issues.

The panel have recently focused on:

- New homes and green spaces
- Tenants Online
- 'See the Person' campaign and media toolkit
- Fly tipping campaign
- Community Improvement Fund
- Tenant Support Service
- New Individual Assistance Programme (IAP)

## Get involved, make a difference



### Homes Panel

In January (our last face to face meeting) the panel agreed what topics they would like to cover in their 2020 meetings and everyone received their Terms of Reference document and a copy of Broadland's Code Becoming document, both of which are important reference documents for them as panel members. In addition the panel discussed whether they would like to nominate a chair for their meetings.

In June the panel met via Zoom. In this meeting Justin O'Connor (Head of Asset Management) provided them with a detailed update on how Broadland has dealt with Coronavirus and the changes that we needed to implement to keep tenants and staff safe. The panel had the opportunity to ask questions or raise any concerns. We were delighted to welcome a number of new members to the panel for the June meeting, but we missed those who were unable to join us virtually.

Our next meeting is planned for the end of October.

**Share.**  
**Engage.**  
**Grow.**

We really miss meeting face to face, and as a thank you for joining online, TAG members received a small token from us, which included tea and biscuits to enjoy at home.



The next TAG meeting is on Thursday 12 November 2-3.30pm online via Zoom.



## We're looking for...



### Mystery Shoppers

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



### Community Inspectors

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

## Want to join us?

Call 01603 750113

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

## Staying connected just got easier



Check your account, tell us your repairs and update your details!



Manage your account anytime, anywhere!



Sign up now at [broadlandgroup.org](http://broadlandgroup.org)



**FREE** app  
for Broadland tenants



**Coming Spring 2021... book, change or cancel your appointment online!**

## Your Neighbourhood Officer is here to help!



Margaret Bryant



Kelly Doggett



Amy Wright



Sarah Nicholls



Victoria Webb



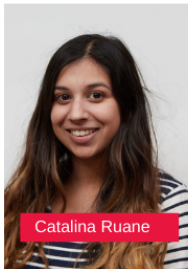
Helen Brodowski



Sally Grant



Tracy Lock



Catalina Ruane



Bethany Newton

Did you know that you can contact your Neighbourhood Officer direct from our website?

Just enter your full postcode and the new, upgraded webpage will identify your Neighbourhood Officer. You can also see pictures of the team, which is now back to full strength after a period of maternity leave and temporary cover arrangements.

Visit [broadlandgroup.org](http://broadlandgroup.org) and search '**Find your Neighbourhood Officer**'

## Come on in...

*Margaret Bryant, Neighbourhood Officer, explains how we have been managing property viewings since lockdown has been eased:*

“When a property becomes available, I take a video on my phone. I describe what’s in the property as if the prospective tenant were walking around it with me. Then the Local Area Officer emails the video to them.

What I like about this way of working is that we don’t have lots of people turning up to the property to view, so it keeps everyone safe.

If the first person on the shortlist declines the property, then we simply send the video to the next person on the list and so on. The majority of tenants these days have email, so it’s not a problem. We can save some time and the prospective tenants can view the property in the comfort of their own home.

Since we began re-letting I have not done a single viewing in person. So far, everyone has accepted a property after seeing the video.

Video viewings, telephone interviews and sending all the



paperwork to tenants is a new way of working for us in the East. As a trial, we are also asking new tenants to pay their rent the day before sign-up. This has cut sign-up time by half and all the tenants appear to be happy with the process. Happy tenants makes a happy Neighbourhood Officer!”

## Mutual Exchange

### What is a mutual exchange?

A mutual exchange is when tenants formally swap their homes. Each household moves permanently into their exchange partner’s property.

We will consider requests for mutual exchange between our own tenants or with tenants of other housing associations or local authorities.

All tenants must apply for, and get permission from, their landlord(s) before going ahead with an exchange.

### How to register

The House Exchange website brings together tenants who want to swap homes, and includes non-Broadland properties. Using the site is easy and free. Simply visit [houseexchange.org.uk](https://houseexchange.org.uk) and complete your details online. **Remember to add a description and pictures of your property to maximise your chances of a successful swap!**

### Need to know

- Your rent and recharge account must be clear, with no arrears, throughout the exchange
- When we inspect your property, we will be looking for any damage or adaptations made by the tenant
- You must have viewed the property you want to exchange with, and you understand the type of tenancy you will be formally accepting
- You must leave your property in good repair



### Any questions?

**Visit [broadlandgroup.org](https://broadlandgroup.org) or call 0303 303 0003 and ask for your local area advisor.**



# health assured

## Individual Assistance Programme

Broadland tenants and their immediate family members can now benefit from our new **Individual Assistance Programme (IAP)**.

The IAP is a free, independent service that gives you 24-hour access to professional and confidential telephone counselling, advice and support. It is operated by Health Assured, a trusted support service to organisations throughout the public, private and non-profit sectors.

### What can I use this service for?



Family issues



Financial information



Legal information



Medical information



Relationship advice



Housing concerns



Alcohol or drug issues



Childcare support



Stress & anxiety



Low mood



Domestic abuse



Retirement



Consumer issues



Tax information



Bereavement

Download 'My Healthy Advantage' now

**Employer code: MHA151889**



To find out more visit: **healthassuredeap.com**

Username: Wellbeing

Password: WireGateRing

*Please note, the IAP for tenants is a 12-month trial starting 1 October 2020. We cannot guarantee that the service will continue in full or in part afterwards. Health Assured define immediate family members as spouse/partners and children aged 16 to 24 in full time education, living in the same household.*

## Free 24 Hour Confidential Helpline

0800 917 6470



Modern, well-designed, and stylish.

## 12 new affordable homes at Edgefield

Our first tenant has moved into our new development of 12 affordable homes in Edgefield, near Holt, Norfolk. The scheme gives priority to local people.

Paul Dawson (pictured) received his keys from Michael Newey, Group Chief Executive, and Liz Ley, Director of Wellington, our construction partner on the project.

Retired electrical engineer Paul, 57, who has a number of health issues, was previously living in a very damp, privately-rented house

in Briston. His previous housing was aggravating his illness. He has moved into a one-bedroom bungalow at the Edgefield site.

Paul says, "I am so lucky to be moving here, this is a fabulous home. It's the exact opposite of where I was living – modern, well-designed, and stylish. The setting is wonderful. I look out from my garden over a green space."

The new homes have been built



Paul Dawson (left), Michael Newey, Group Chief Executive (right) and Liz Ley, Director of Wellington (back)

by Lowestoft-based contractor Wellington, which has a long track record of delivering affordable homes for housing associations and local authorities in the region.

## Canary Quay hits new heights

In September we celebrated reaching the highest point of our Canary Quay housing development in Norwich.

With our construction partners R G Carter, we marked the milestone on the newly poured roof of the 9-storey housing block, close to Norwich City Football Club.

The Phase 3 development at Canary Quay is 100% affordable rent homes and consists of 73 x 1- and-2-bedroom flats. Eventually Canary Quay will include a mix of more than 300 affordable and privately-owned homes.

Michael Newey, Group Chief Executive, says "We're very excited to see the third building

on the Canary Quay site start to take shape. Being able to stand on the 9th floor and look across the finished homes brings into focus how much work has gone into getting us to this stage. We continue to be grateful for our longstanding partnership with R G Carter to deliver these new homes for Broadland.

The new affordable homes are expected to be finished next summer. They sit directly opposite Patricia Hollis House and Richard Hawthorn House. These apartment blocks form Phases 1 and 2 of the scheme.

Mario Rackham, Director and



Michael Newey, Group Chief Executive (pictured, foreground) Mario Rackham, Director and General Manager at R G Carter (pictured, far left)

General Manager at R G Carter, says "We're incredibly proud of this project and our continuing partnership with Broadland Housing. Phase 3 of the Canary Quay regeneration is progressing very well and will help transform the riverside area, while providing high-quality housing for the local community for years to come.

To find out about our homes, visit [broadlandgroup.org](http://broadlandgroup.org)

*A great place to live...*

## Sheltered housing

All our sheltered housing schemes are designed to meet the needs of older people who want to remain independent in their own home. Our schemes provide:

- Self-contained flats or bungalows with their own bathroom and kitchen
- Scheme manager services
- 24-hour emergency assistance via a specialist call centre
- Communal/shared facilities (eg lounge, gardens, laundry and guest accommodation)

To apply for sheltered housing, please contact your local authority and ask about Choice Based Lettings or call 01603 750113 to request a leaflet.

Hear what our tenants say who live in Oulton Court and Woodcote on why they enjoy living in sheltered housing: visit [broadlandgroup.org](http://broadlandgroup.org).



Samford Court,  
Worlingham



York Place, Dereham



Woodcote, Hethersett



The Cedars, Norwich



Oulton Court, Lowestoft



St Katherines Court,  
King's Lynn

## Housing with care

Our housing with care schemes provide a supported environment with homes for older people who have a care need and who wish to remain independent.

Our schemes allow people to continue living a completely independent life in their own self-contained flat with access to on-site care professionals and exceptional communal services, including:

- Communal garden spaces
- On-site laundry facilities
- Communal dining and seating areas
- Social activities
- Freshly prepared meals
- 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 eligibility and more information, visit [broadlandgroup.org](http://broadlandgroup.org) or call 0303 303 0003



Dell Rose Court,  
Norwich



Robert Kett Court,  
Wymondham



Oakes Court,  
Downham Market



Lisbon Court,  
King's Lynn

## Party time at Lloyd Court

Lloyd Court recently celebrated its 20th birthday – with two 100-year-old tenants leading the party!

Pattie Knopp and Marion ‘Bubs’ Wilkinson were named ‘Party Queens’ at the housing with care scheme celebrations (all socially distanced, of course) in High Kelling, Norfolk.

Pattie, who moved into Lloyd Court just under a year ago, said:

“This is the only place I would ever go to live. It’s the best of both worlds; you have got your independence if you need it, you can shut your front door – but you know the care is here if you need it.”

Bubs added:

“I have my own flat, but receive lots of help and support from the staff here. I regard every single member of staff as a friend.”

Lloyd Court tenants and NorseCare staff joined Pattie and Bubs for a socially-distanced party to mark the milestone, with tea, cakes and entertainment.



Chief executive Michael Newey told tenants that marking the 20th anniversary of the scheme was important, given the current Coronavirus restrictions:

“With NorseCare, we took the decision to go into lockdown early at Lloyd Court, and the staff have worked so hard to keep tenants safe. It was difficult for tenants not to be able to receive visits from their families, but all the staff have made a huge effort to keep everyone’s spirits up, which we really appreciate.”

“  
**This is the  
only place  
I would ever go  
to live**”

## PULSE SURVEY



Thank you to everyone who took part in our first Pulse Survey in July. We haven’t surveyed our tenants for about 18 months due to the pandemic, and we wanted to check in with you.

We were relieved to find that 57% of tenants who responded coped well with lockdown and a further 62% told us they aren’t worried about their household income. This is really positive news.

More than 200 tenants received help from their neighbours during the pandemic, and we received 41 nominations for our Good Neighbour Awards! (see page 13)

**57%**  
coped well with  
lockdown

**200+**  
got help  
from  
neighbours  
during the  
pandemic

Because of the pandemic, we are only sending out surveys by email. Please log onto Tenants Online to update your email address!

## Good Neighbour Awards

Thank you for sending in your nominations and recognising your neighbours who have gone the extra mile.



“Mrs Smith, St Katherine’s Court, for her help and support with shopping, doctors’ appointments, and checking on her neighbours throughout the lockdown. Bridget has spent a lot of time in the gardens, which all tenants at St Katherine’s Court have enjoyed.”

*Nominated by Mr Burrows*

“

“Mr Aitchison, The Cedars, for his help with shopping during the lockdown and support given to his neighbour after an operation.”

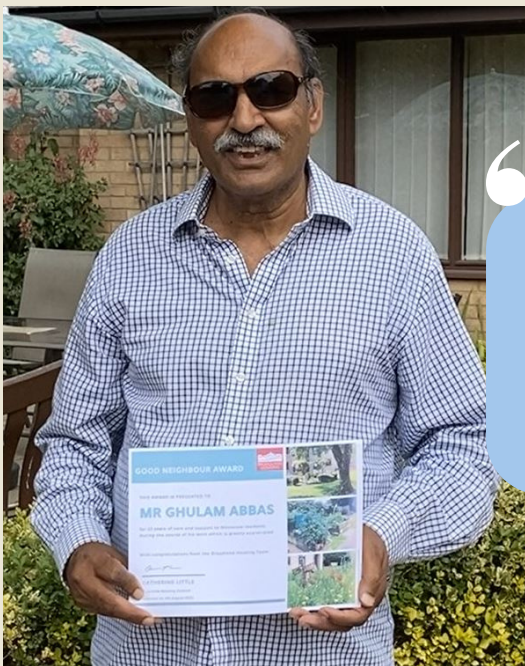
*Nominated by Mrs Ashton*



“

“Mr Abbas, for 25 years of care and support to Woodcote tenants during the course of his work, which is greatly appreciated.”

*Nominated by Stephen Baxter, Scheme Manager, and all the tenants at Woodcote*



Congratulations from all of us at Broadland Housing! If you would like to nominate a neighbour who goes out of their way to help others, or who deserves a big ‘Thank you’, please call 01603 750113 or email [tenantengagement@broadlandgroup.org](mailto:tenantengagement@broadlandgroup.org) with their full name, address and reasons why they should be nominated.

## In the Garden Shed *with Jane*

### Greetings!

It's certainly been a year to remember, for all sorts of reasons. The weather has been very unpredictable - a hot spring and a late frost followed by a cool July and a wet August. However, it led to some exceptional results in the annual gardening competition.

### Tidy-up time

Autumn is a good time to tidy up the shed and check your garden tools, while it's still warm enough to work outside.

Choose a dry day and remove everything from the shed, or wherever you store your tools and gardening bits and bobs. Have a bucket of soapy water and a supply of rags handy. Wash, dry and inspect all hand tools, forks, spades and other long-handled implements. Sharpen secateurs, knives, scissors and shears. Clean trimmers and mowers, and check electrical items. Brush the inside of the shed and wipe down the shelves. Give yourself a big pat on the back!

### Melon success

This year I managed to grow melons in a mini polythene greenhouse. The melons are not very big but taste delicious. They needed extra care - temperature and watering were carefully monitored. Have any readers managed to grow any interesting plants or vegetables? Do let us know and send your photos to [tenantengagement@broadlandgroup.org](mailto:tenantengagement@broadlandgroup.org).

### Plant your bulbs

Now is the time to plant spring bulbs, either in containers or directly into the ground (make sure they're the right way up, especially anemones.) I love doing this. It's something to look forward to after the long winter. Bring out your artistic side with colour choice and design. It can be a really glorious show that's well worth waiting for!



### Jane's top tips

**No.1** Make a list of tools that you need to replace or add to your stock, so that you are ready to pick up a bargain in the winter sales!

**No.2** When buying spades and forks, always choose the right weight and handle length for you, to make gardening easier and avoid a sore back.

### Composting

There are whole books devoted to this subject, but these are the basic ground rules:

- Never put meat, bones or cooked food, oils or fatty items in the compost - it will attract vermin
- Avoid composting tomato or potato plants, anything that appears to have a fungal infection, or perennial weeds.



### Top tip No.3

Half-fill your container with crunched up old plastic bedding-plant trays, then add the bulb compost. This makes containers much lighter to lift, gives good drainage, and requires less compost.

# Gardening calendar

## October

Dig over plots. If using manure, spread thinly and leave it for six weeks, then dig it in. Clean paths, tidy up hedges and prepare generally for the winter.

## November

Continue to dig vacant areas. Remove weeds and hoe around established plants. Sow broad beans. Start planning for next year. Order seed catalogues. Protect crops from frost. Clean and disinfect the greenhouse and polytunnels. Harvest pumpkins and squashes, store in a cool, dry place.

## December

Time for reflection. What went well? What didn't? Did I learn new skills? Will I try different crops next year? Indoors, check on the Christmas plants, amaryllis and poinsettias. If you are storing hyacinths in a warm dark cupboard, bring them out into the light. Then wrap your home-made Christmas presents.

Enjoy the winter garden. Feed the birds and break any ice on the bird bath or pond to make sure they have water. Santa will come! Happy gardening!

*Jane*

## About Jane:

**Q What's in your veggie patch?**

**A** Sprouts, purple sprouting broccoli, Savoy cabbage, carrots, wild flowers, beetroot and lots more

**Q Favourite veggie to grow?**

**A** Peas and new potatoes (International Kidney – or Jersey Royals when grown on the island of Jersey!)

**Q What's growing on your windowsill?**

**A** A jade plant

**Q My dream garden would contain...**

**A** A large veg plot, wildflower area, large pond and secluded seating area

**Q My favourite flower is...**

**A** Anemones – jewel-like colours in the spring

**Q I couldn't get through the weekend without...**

**A** A visit to my allotment

**Q My favourite plant to grow is...**

**A** Cornflowers



Thank you for all the applications we have received for the 2020 Community Improvement Fund.

Four members of our Tenant Action Group (TAG) made up the 2020 judging panel. After much careful consideration, they awarded funds to the following projects:

- **The Cedars & The Orchards** – for communal garden seating
- **'The Magick Patch' in Heacham** – for a greenhouse
- **Elizabeth Fry Road & Shipfield** – for communal garden improvements
- **The Lawns** – donation made towards a Summer House
- **Dell Rose Court & Harriet Court** – for communal garden furniture

The fund is open to all Broadland Housing tenants and is designed to help you set up your own community project. We will announce details of the 2021 Community Improvement Fund as soon as possible.

## Community Improvement Fund Awards 2020





## Free car club membership!

Many people are driving less since lockdown. If you are only an occasional car user, it may be worth joining a car club.

Broadland tenants can get FREE membership of Norfolk Car Club, saving the costs of tax, MOT, fuel, servicing, repairs and parking.

Our special deals gives you free membership (normally £25) and a £25 free driving credit!

**Join online today** Visit [broadlandgroup.org](http://broadlandgroup.org) and search Norfolk Car Club and quote the promotional code “**bhg25**”



## Autumn Wordsearch

Find all 17 words in our Autumn Wordsearch and be in with a chance of winning a **£25 Love2Shop voucher!**

**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.

Entries close on Monday 30 November. One entry per person. If there is more than one correct entry, winner will be chosen at random. Broadland Housing tenants only.

Congratulations to Mrs Bloss, winner of our Summer Wordsearch competition. A £25 LoveToShop voucher is on its way to you!

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

APPLES  
COLOURS  
HARVEST  
SOUP  
LEAVES  
GOLDEN

BONFIRE  
CHILLY  
GEESE  
TOFFEE  
PUMPKIN  
ACORN

BLUSTERY  
MISTY  
OCTOBER  
CONKERS  
SQUIRREL

