



You told us

What's changed

Tenant Engagement

	<p>You told us..you want to be more involved, but most tenant meetings are held during the day or office hours.</p>	<p>It is great to hear that tenants are keen to be involved in shaping Broadland Housing. Our community conversation events continue to be held in the evenings. We have introduced several new ways that tenants can get involved, mentioned below, with many more panels and meetings now being held in the evenings.</p>
	<p>You said you would like more ways to be involved with Broadland.</p>	<p>We have been working on a new resident involvement strategy which was approved by board in July 2021.</p> <p>We have already started to work on this with the launch of the Housing for over 55's Panel (HOP) and Local Area Delivery Panels (LAD). Thank you to everyone that has already signed up to be on the one of the panels and attended our meetings.</p> <p>2021 also saw the introduction of the</p>

		<p>new wider out and about events. These events welcome tenants from the wider area and gave the chance to meet your neighbourhood team in a relaxed environment. We also provided activities to keep the younger tenants entertained during the holidays.</p>
	<p>You feel that...Broadland need to communicate with tenants more that aren't digital.</p>	<p>With Covid restrictions lifting towards the middle of 2021, we were able to begin holding face to face meetings again (in a Covid safe environment). This has meant that we can once again engage with tenants that might not have access to the internet and have not been able to interact with us digitally.</p> <p>We have also begun to send invites to some of our events via paper to those who are not digitally involved. We will continue to do so in 2022, dependent on government guidelines.</p> <p>Our Door to Door magazine is a great way to find out what is happening within Broadland and also upcoming events. You can request a paper copy of our magazine which has all the latest news and information by calling 01603 750171.</p>

	<p>You told us...Broadland should involve tenants in the procurement of materials and contractors.</p>	<p>Following your feedback, we asked tenants to be involved in the tendering for replacement front doors. Tenants were surveyed on their choice of styles, colours, frames, door window panels and door furniture. Thank you for those who provided feedback, this has helped us to shape the tender. We hope to involve tenants in more contracts this coming year.</p>
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Scheme specific

	<p>You told us...Fly-tipping and dumping of rubbish is becoming an issue at your schemes</p>	<p>We have installed new posters and signs at schemes where fly tipping is an issue. We have also replaced gates to some bin areas to stop people from outside the scheme using the bins.</p> <p>CCTV has been installed in some of our schemes. We have reviewed and amended our process for staff reporting fly-tipping and we will be booking training for Neighbourhood Officers in the new financial year.</p>
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Neighbourhood Officer

	<p>You said you...Would like more contact with your Neighbourhood Officers, either a phone call or regular scheme walk about.</p>	<p>Our out and about programme will start again this year included in this are scheme walkabouts, scheme surgeries and larger tenant events for the wider area.</p> <p>The new Local Delivery Directorate is set up to focus on local issues, we are in the process of organising Local Delivery Area panels that will ask you what issues matter to you most in your area.</p> <p>During the pandemic we identified those tenants most at risk and likely to be isolating. We contacted those tenants on a regular basis to ensure they had access to food and medication. For some it was just having a friendly voice to talk to.</p>
	<p>You feel that...We need to improve our response time to complainants of ASB and update our ASB guidance</p>	<p>In October 2021 we launched our new ASB policy, which was written and produced in consultation with tenants. Communication is a priority in the new policy, and we will make sure we communicate with tenants based on their individual needs. We will monitor the way we communicate with tenants to make sure we are working to the new guidelines.</p>

	<p>You said that...You are not sure who your neighbourhood officer is</p>	<p>We have updated our website to now allow you to search for your neighbourhood team. Please visit Local delivery teams - Broadland Housing Group (broadlandgroup.org)</p>
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Repairs

	<p>You told us...All staff need to be ambassadors for Broadland Housing and need to report faults when they see them</p>	<p>We agree and aim to be more proactive when visiting neighbourhoods and homes to ensure standards are maintained. We do complete monthly checks to all of our internal communal areas, but we can do more by ensuring any visiting staff are observant and feedback their concerns or check any faults they find have been reported to Broadland.</p>
	<p>You feel that...Our operatives should stay longer to complete the repair or other repairs before moving onto next job</p>	<p>This is not always possible as the Operatives have pre allocated appointment slots based on the information reported about their repair. We raise 'follow on' appointments for repairs identified outside of their appointment or on occasions where the repair cannot be completed for a variety of reasons first time. There is an option to report multiple repairs which we will aim to group where possible on the same date.</p>

	<p>You feel that... It is taking longer than it should to schedule your repair and that we do not give enough updates on the status of repairs.</p>	<p>We are working hard to get through the backlog of routine repairs caused by the pandemic. This is an important point as we do not notify tenants until the repair has been scheduled. For jobs with a longer timescale to complete, there may be a delay in scheduling leaving our tenants uncertain about when the job will be completed.</p> <p>As soon as a repair is scheduled, tenants will receive notification of the appointment via email and/or text and a notification when the Operative is on their way. We are also looking at ways the notification process can be improved.</p>
	<p>You told us...That you don't get a text when repair is cancelled.</p>	<p>Occasionally repairs have to be cancelled, mainly due to sickness. If a repair has been cancelled, you should receive a phone call from Broadland explaining the cancellation and to rearrange an alternative appointment. You should then receive a text or email to confirm the new appointment.</p>
	<p>You feel there...Is a lack of communication between teams, which means that information is missed and repairs aren't always completed on the first visit.</p>	<p>Communication is always key in delivering a successful maintenance service. We review our repairs performance monthly to look at the length of time it takes to complete jobs and jobs</p>

		not completed first time. This helps us to understand why jobs were not completed on time and how we can improve.
	You told us...That it is taking multiple visits to complete one repair.	We try to complete your repair on the first visit. It is really important to understand why repairs are not completed first time, however, we know is not always possible for example where specialist materials are required. We do however monitor all jobs not completed first time on a monthly basis to see where we can improve.
	You told us...You are concerned about the condition that our void properties are let in. With multiple repairs reported just after moving in.	We have an 'Empty Home' standard that is the minimum standard that should be expected for anyone moving into a Broadland home. When a property is void, this is the best time for us to complete repairs On occasions there can be unexpected repairs or things that go wrong after moving in, but this should be the exception and not the norm.

Planned works

	You feel we...should do spot checks on the work that our sub contractors do, to check they are meeting our standards.	This is an area we are looking to improve. Although we cannot post inspect every job, we are aiming to increase the number of pre and post inspections completed by contractors to ensure they are meeting our standards. We also request photographic evidence from selective contractors for the works
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		they complete that identify the works required or completed.
	You asked us...What is our policy on gas boilers being replaced to meet Net Zero targets.	<p>The decarbonisation of our homes is a very exciting but complicated agenda which also requires various externally influenced resolutions and clarity to identify the best way forward.</p> <p>We also have to take into consideration affordability implications when moving away from gas and gradual changing of skillsets required to install and maintain renewable heating systems.</p> <p>We are gradually moving away from gas which can be seen in our new development programmes and increasing retrofit installation of air source heat pumps, but at this stage there is no definitive date that we will stop installing gas boilers but this is likely to change over the upcoming years.</p>

Communication

	You told us...You are having to call multiple times to either report a repair, discuss neighbourhood issues or to get updates. It is also difficult to get through to the right person.	Sadly, this is something that has been raised often and is something we are working to combat. In 2022 we will be launching the ability for tenants to book their own repairs via tenants online. This
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		<p>will allow tenants to book a repair at a time that is convenient to them. We have also updated our neighbourhood Officer webpage so that tenants can check who their neighbourhood officer is, along with finding their contact telephone number and email address.</p>
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Tenants Online

	<p>You said it's...Difficult to book appointments through tenants online</p>	<p>Tenants Online will be relaunching in 2022 to allow tenants the ability to book their own repairs. This will give tenants more flexibility to choose a time to suit them.</p>
	<p>You told us...It would be helpful to get an acknowledgement email confirming what repair you have reported, rather than just 'thank you for submitting' in Tenants Online</p>	<p>Thanks for brining this to our attention. We hope that the new update to Tenants Online will fix this.</p>