

# Door to Door

Your local tenant magazine December 2020



## Season's Greetings!

As lockdown continues, we are doing our best to keep our tenants and staff safe while delivering essential services. This means:

- phone/video calls instead of face-to-face meetings
- if a face to face meeting is essential, we will follow all Coronavirus health and safety requirements
- planned repairs and improvements only where they can be done safely
- emergency, urgent and one-person routine repairs, and gas and electrical safety tests, will continue
- employees must wear appropriate PPE
- mutual exchanges and lettings will continue wherever possible

*Best wishes from all of us at Broadland*

### Christmas and New Year opening

Our Customer Services opening times are different over the festive period – see right. You can still contact us via Tenants Online or our website. Please note all our offices remain closed and office-based staff are working from home.

In an emergency, please call 0303 303 0003 to access our out-of-hours service.

Wednesday 23 December	Open as normal
Thursday 24 December	9am-12 noon*
<b>Friday 25 December</b>	<b>Closed</b>
<b>Monday 28 December</b>	<b>Closed</b>
Tuesday 29 December	10am-2pm*
Wednesday 30 December	10am-2pm*
Thursday 31 December	10am-2pm*
<b>Friday 1 January</b>	<b>Closed</b>
<b>Monday 4 January</b>	<b>Closed</b>
Tuesday 5 January	Open as normal

\*Repairs may be completed outside of these hours

## Garden SOS works wonders!

Families living at our St James Lodge scheme in King's Lynn have a brand new outdoor play area and garden, thanks to a 'Garden SOS' style project.

Colourful play equipment, picnic tables and raised plant beds have been installed in the newly landscaped space. Broadland made a contribution to the project, while local companies donated materials and equipment. Our staff and contractors volunteered their time and labour to make it happen.

St James Lodge houses homeless individuals and families

with a local connection and helps them transition into permanent housing.

Tenant Jenna and her children opened the play area. She said:

"This is so brilliant! It's somewhere for the kids to come out and let off steam. It was tough during lockdown not having an outside space for them to play, and with more restrictions possibly to come, this will be fantastic."

Currently, tenants must prebook time-slots in the new play area



Tenant Jenna and her children enjoying the new play area

and follow strict Coronavirus-safety precautions.

If you have any ideas for refreshing the grounds at your scheme, please contact our Estate Services team. Complete the form in the 'Tenants/Your Broadland tenancy/Estate Services' part of our website.

## FREE app for Broadland tenants



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)



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

## Need help with?

- Food, cash or daily essentials
- Household items, such as white goods and beds
- Gas and electricity costs
- Shopping, collecting medication, dog walking

If you are struggling with money problems, or get into crisis because of the Coronavirus situation, the Norfolk Assistance Scheme (NAS) may be able to help.

For more information or to apply for support visit [www.norfolk.go.uk/NAS](http://www.norfolk.go.uk/NAS). For NAS queries, call 01603 223392 (option 5).

**Norfolk Assistance Scheme**

## Help to beat the winter blues

This year, our usual ways of seeing family, friends or just familiar faces have been put on hold. It is normal to feel lonely or low in mood. We have listed some organisations who can help.

### Mental health advice and support

If it's hard to talk to family or friends about how you are feeling, talk to your GP or seek support:

#### Mind

0300 123 3393 [info@mind.org.uk](mailto:info@mind.org.uk)  
Text 86463 [www.mind.org.uk](http://www.mind.org.uk)

#### The Samaritans

Call 116 123 (free), available 24/7

#### Norfolk and Suffolk NHS Foundation Trust

[www.nsft.nhs.uk](http://www.nsft.nhs.uk) 0808 196 3494, available 24/7

#### Wellbeing Service

0300 123 1503 (9am-5pm). Self-refer (if aged 16+) at [www.wellbeingnands.co.uk/norfolk](http://www.wellbeingnands.co.uk/norfolk)

### Volunteering opportunities

#### Voluntary Norfolk

[www.voluntarynorfolk.org](http://www.voluntarynorfolk.org) 01603 614474

### Debt advice services

**National Debt Line** 0808 808 4000 [www.nationaldebtline.org](http://www.nationaldebtline.org)

**Money advice service** 0800 138 7777 [www.moneyadviceservice.org.uk](http://www.moneyadviceservice.org.uk)

**Step Change** 0800 138 1111 [www.stepchange.org](http://www.stepchange.org)

**Citizens Advice** 0800 144 8848 [www.citizensadvice.org.uk](http://www.citizensadvice.org.uk)

**Christians against poverty (CAP)** 0800 328 0006 [www.capuk.org](http://www.capuk.org)

### Befriending and support for loneliness

#### The Silver Line

Free 24/7 confidential helpline providing information, friendship and advice to older people 0800 470 8090  
[www.thesilverline.org.uk](http://www.thesilverline.org.uk)

#### Age UK Telephone befriending for people aged 60+

01603 785223 [www.befriending@ageuknorfolk.org.uk](mailto:www.befriending@ageuknorfolk.org.uk)

#### Better Together Helpline

0300 303 3920 [www.bettertogethernorfolk.org.uk/get-support](http://www.bettertogethernorfolk.org.uk/get-support)

#### Chit Chat (anonymous)

0333 002 0333 [www.chitchatbritain.org/hub/](http://www.chitchatbritain.org/hub/)

### Support for carers

#### Carers Matters Norfolk

0800 083 1148 [www.carersmatternorfolk.org.uk](http://www.carersmatternorfolk.org.uk)

#### Carers UK

0808 808 7777 [www.carersuk.org](http://www.carersuk.org)



## Foodbank updates

Foodbanks have given out more than 1 million food parcels this year. As Christmas approaches, the need is continuing to rise.

Your local foodbank works with referral agencies to issue food vouchers, if you are in need of emergency food and support in times of crisis.

To find your nearest foodbank visit [www.broadlandgroup.org/coronavirus-useful-information](http://www.broadlandgroup.org/coronavirus-useful-information)

**Norwich Open Christmas** is planning a drop-in soup kitchen meal on Christmas Day, 12noon to 2pm. This will depend on Government restrictions. They will also be offering a free food bag and festive bag to take away.

A home delivery service is available for anyone who is unable to get to St. Andrew's Hall. For updates or to request a home delivery, please visit [www.norwichopenchristmas.org.uk](http://www.norwichopenchristmas.org.uk)



Please check our website and social media pages for the latest updates.

0303 303 0003

**FREE to Broadland tenants\***



## Individual Assistance Programme (IAP)

IAP gives you, and your immediate family members FREE counselling, personal support and legal information.

Broadland Housing have worked with Health Assured to provide you a little extra assistance, when you need it.

These are completely free of charge and totally confidential to you.

### 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

### Free 24/7 Confidential Support

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

### How do I get in touch?

#### By phone



**0800 917 6470**

Free 24-hour helpline

#### Online

Visit [www.broadlandgroup.org/iap-individual-assistance-programme](http://www.broadlandgroup.org/iap-individual-assistance-programme)

Or go to [www.healthassuredeap.com](http://www.healthassuredeap.com)

Username: Wellbeing

Password: WireGateRing

#### On the app

#### Download

'My Healthy Advantage'



Code for Broadland

tenants: MHA151889



## Employment & training

Did you know that Broadland has an in-house Employment and Training Coach, Kate Sadler?

If you have lost your job due to the Coronavirus situation or are looking to take your first steps, we're here to help you get back into work, training and employment.

Kate can support you through:

- career advice
- training course and funding opportunities
- developing and updating your CV
- support to find a voluntary role
- job searching and applying for employment
- identifying transferable skills for different roles
- help with sourcing and funding for IT devices



**"I started volunteering, and ended up with a job in the end"**

Apply now for support via our website, visit [www.broadlandgroup.org/tenant-support/employment-training](http://www.broadlandgroup.org/tenant-support/employment-training)

**Any questions?** Contact Kate on 01603 750128 or email [kate.sadler@broadlandgroup.org](mailto:kate.sadler@broadlandgroup.org)


## Christmas safety

With all the fun of the party season, it's important to make your home safe for you and your family and friends.

Follow these simple tips to protect everyone over the holiday period

## Fire safety


### Always

- ✓ check your Christmas tree lights are British Safety Standard approved 
- ✓ test your smoke alarm each week – tell us if it's not working!
- ✓ switch off and unplug Christmas lights before you go to bed
- ✓ put out cigarettes properly
- ✓ keep matches and lighters away from children

### Never

- ✗ put candles near your Christmas tree or curtains
- ✗ leave candles burning if you leave the room
- ✗ overload electrical sockets
- ✗ leave pots cooking on the hob when you are not in the kitchen
- ✗ block hallways, corridors or landings – these are emergency escape routes!

## What are the fire risks in your home?

Norfolk Fire and Rescue have created a Home Fire Risk Self Checker tool – find out how you can reduce the risks in your home by visiting their website. They will also carry out a fire safety check at your home on request. 

Visit [www.norfolk.gov.uk](http://www.norfolk.gov.uk) and search **fire safety at home**.

## Fire safety video!

Our Fire Safety Manager Brian Walshe shares his tips. Brian is a former firefighter with 30 years' experience – go to the Tenants section (fire safety) of our website.



## Your electrical safety check

Faulty electrics can lead to serious home fires. We visit every 5 years to test your home's wiring and electrics, when we will carry out any necessary work. Please make sure you are home for your appointment – it could save your life!

 If you have any electrical concerns, call **0303 303 0003** or email [electricalsafety@broadlandgroup.org](mailto:electricalsafety@broadlandgroup.org).

We wish you a safe and happy festive season! 

**NEW**

## Our out of hours contractor

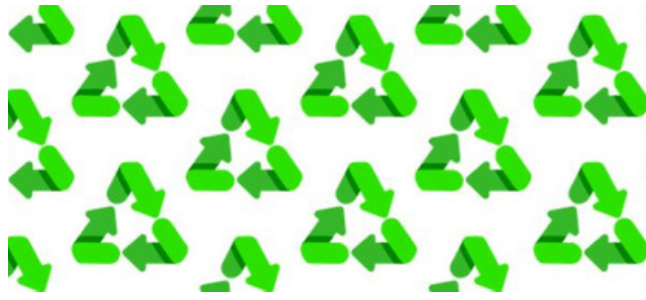


**SPECIALIST PEOPLE SOLUTIONS**

Since 1 October, Specialist Property Services Ltd (SPS) have been handling our out of hours calls service. SPS are one of the UK's largest independent property services companies. This means that all emergency calls outside of our office hours and at weekends go directly through to SPS.

You can find out more about SPS at [spsdoorguard.com](http://spsdoorguard.com)

Please let us know if you have any feedback about our out of hours service using the quick and easy contact form on our website. Visit [www.broadlandgroup.org](http://www.broadlandgroup.org)



## Stay warm, save money

Energy bills can be a worry, especially in the colder months. Follow our simple tips to save money on your winter fuel costs:

- Draw curtains at dusk to keep the heat in
- Open curtains during the day to let warming sunlight in
- Shut windows when your heating is on
- Draught-proof around your front door and letterbox
- Wash your clothes at 30-40°C - higher temperatures cost more
- Do not dry clothes on radiators - this lowers the room temperature, and the boiler has to work harder
- Do not put furniture in front of radiators - this stops the warm air flow around the room

## Switch and save

You can save money on your bills by changing your energy tariff or switching energy supplier.

To find out more, visit online at:

- Understand your energy bill – Ofgem video
- Citizens Advice - Energy Price Comparison tool
- Energy Helpline
- Money Saving Expert
- U-Switch
- Warm Home Discount Scheme
- Energy Saving Trust



## Priority services register

If you are older, disabled or in a vulnerable situation, you may be able to get added to your energy supplier's priority services register. This means:

- advance notice of planned power cuts
- priority support in an emergency
- meter reading services
- information in an accessible format, for example in larger print or braille
- plus other benefits

To find out more visit [www.ofgem.gov.uk](http://www.ofgem.gov.uk) and search 'priority services register'.

### Did you know?

Our in-house Tenant Support team can help you get energy saving advice. To apply for support call **0303 303 0003** or visit [www.broadlandgroup.org/tenant-support/energy-saving](http://www.broadlandgroup.org/tenant-support/energy-saving)



## GOOD TO KNOW

Have a cool Christmas – check your fridge is set at 5°C or below

Festive freeze – it is safe to freeze food right up until the use-by date

## Get creative in the kitchen

This year the festive season has started earlier than ever.

We're here to help with some easy ways to use up leftover food, creating an extra meal and saving you money too!

- ★ Who doesn't love bubble and squeak? Fry up your leftover vegetables and make room to cook a fresh egg in the middle. Perfect for any time of the day!
- ★ A fragrant curry is a great way to use up leftovers. You can use any meat, and why not add a few leftover vegetables too?
- ★ If you're left with odds and ends of different cheeses, use them to make a delicious classic cauliflower cheese.
- ★ Relax and enjoy a 'picky tea' - a spread of all your food that needs using up.

Do you have a festive recipe or top tip to share with our readers? Please email [tenantengagement@broadlandgroup.org](mailto:tenantengagement@broadlandgroup.org) or call **01603 750113**

### Christmas food hygiene

It's important to maintain good food hygiene at Christmas by following the '4Cs' of **cleaning, chilling, cooking** and avoiding **cross-contamination**, when cooking at home or reusing leftovers. For full advice and more information, visit [www.food.gov.uk/safety-hygiene/christmas-food-hygiene](http://www.food.gov.uk/safety-hygiene/christmas-food-hygiene)

## Happy 60th Anniversary!

Bob and Heather Rogers at our Woodcote sheltered housing scheme recently celebrated their diamond wedding anniversary (60 years together)!

Bob and Heather enjoyed travelling the world when Bob was in the forces. Heather started her career at the London Royal School of Needlework. Over the years the couple have contributed significantly to life at Woodcote. Until recently they led the social club and have been involved in many other activities. They both feel settled at this stage in their lives and we wish them well for the future, and many congratulations!





## In the Garden Shed

with Jane

### Season's greetings to all our gardeners and friends!

Firstly, good news from the garden - we have hedgehogs! (probably living in the compost heap or wild area behind the shrubbery). We are providing meaty cat food (never fish) and water, and I've built a hedgehog house - updates to follow.

### Looking after your Christmas indoor plants

#### Real Christmas trees

If you have a cut one, place it in a bucket of water for a couple of days in the garage/porch before moving it indoors. Place it away from radiators and mist it every couple of days, trying to avoid the decorations!

If the tree has its roots attached, follow the producer's instructions and the tips above.

#### Hyacinths

If you have grown them yourself in a dark place, now is the time to bring them out onto a sunny windowsill. Keep the soil damp but not standing in water. Turn the pot every couple of days so the plants grow straight.

#### Amaryllis

If you plan to give one in a box as a Christmas present, I would suggest you unpack it and grow it first, as the flowers will take about 6-8 weeks to flower. Care for it the same way as for hyacinths: water, light and position.

#### Poinsettia

As with many house plants, do not overwater! Keep the soil slightly damp. Don't move the plant around the house – Poinsettias don't like changes in temperature or draughts.

To keep Poinsettias going after Christmas, place them in a darker position and keep soil slightly damp. Then, in the spring, put them in a sunny spot, water and see what happens!

#### Winter veg fest

Back on the allotment I've ordered my seed potatoes, which are due to arrive at the end of January. I've sown garlic, shallots, onions, broad beans and winter hardy peas. Looks like I will have a good crop of purple spouting broccoli and lots of winter greens, keeping my neighbours, friends and family well supplied!

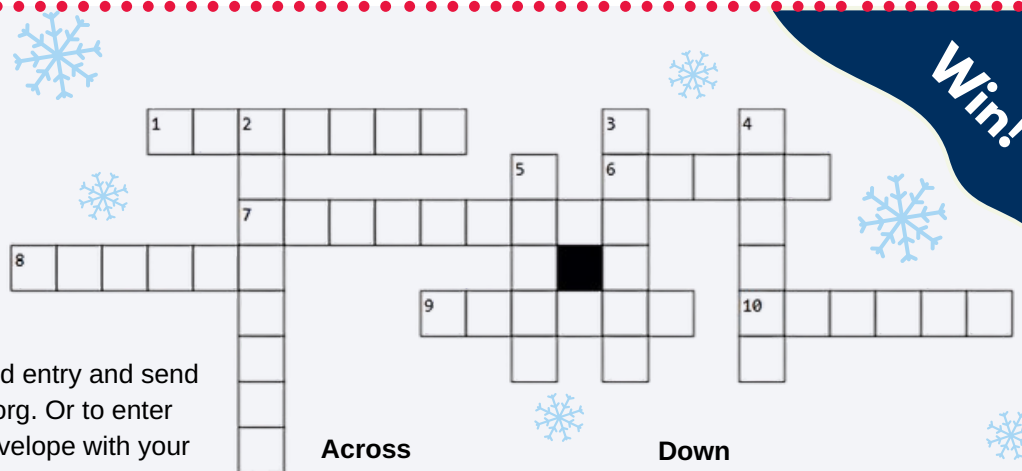
Wishing you all a great Christmas - I look forward to gardening with you next year!

## Winter crossword competition

Enter our Crossword competition 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.

Closing date Sunday 31 January. One entry per person. If there is more than one correct entry, winner will be chosen at random. Broadland Housing tenants only.



#### Across

1. Reindeer with red nose
6. Red-breasted bird
7. Striped sweet (5,4)
8. Drummers drumming
9. Famous snowman
10. Christmas drink

#### Down

2. Month in which Christmas falls
3. Door decoration
4. Snow may fall in this season
5. Something that is sung

