

Door to Door

Your local tenant magazine

January 2021

*HAPPY
new year*

Making a new year resolution? Your new IAP (Individual Assistance Programme) can support you!

The IAP has tips, tools and videos to help you de-stress, get fitter, or find expert advice on money or family issues. It's free too! Read more on page 6.

We know 2020 was a difficult year. If you are worried about arrears, our friendly rent team are here to help.

Email rent@broadlandgroup.org
or call 0303 303 0003

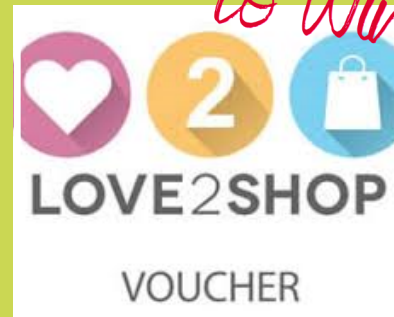


Coming soon!
New homes in Norwich, p5



New garden makeover!
Oakes Court, Downham Market, p11

Chance to win!



Crossword competition
- win £25! p12

Local delivery teams - what has changed?

Broadland has been listening to your views and we have made a few changes in response.

Tenants told us that we need to be more responsive locally and so we now have local delivery teams serving you. You may have noticed some changes in our staff's job titles, for example.



The idea of local delivery teams is to support you better in your neighbourhood. We hope this new approach will identify and resolve issues more quickly.

The new local delivery teams look after:

- **lettings**
- **tenancy management**
- **dealing with anti-social behaviour**
- **repairs and maintenance**
- **cleaning**
- **estate services and grounds maintenance.**

We are limited by the pandemic in how we provide services. However, we hope this new way of working means we can make good use of digital communications and team building to keep improving how we listen and respond to our tenants.

There are 5 local delivery teams (Norwich North, Norwich South, and Central, East and West Norfolk). We are writing to you with the names of your key local contacts and look forward to your feedback over the next few months.

You can also find your local delivery team contact details at <https://www.broadlandgroup.org//local-delivery-teams/>

Complaints handling

The Housing Ombudsman Scheme has been revised to improve the way landlords handle complaints from tenants. The new Complaint Handling Code sets out clear expectations for landlords, including the need for self-assessments against the Code.

Housing
Ombudsman Service

www.housing-ombudsman.org.uk



Stephani Davis, Head of Housing, gave tenants an overview of the new Complaint Handling Code and how we are responding, at our TAG panel meeting in November. “We have carried out a self-assessment and have some improvements to make to our complaints process. It is really important that we listen to tenants and keep improving.”

Please look on our website for more information about how to make a complaint, our self-assessment and how we learn from complaints.

New corporate strategy

In November the Broadland Board approved a revised 12-month interim corporate strategy. This sets out our objectives until November 2021.

The new interim strategy takes into account the ongoing restrictions on our ways of working. It replaces the interim strategy issued in April 2020, immediately after the Coronavirus outbreak.

We are planning to consult tenants, members, staff and stakeholders this coming year so that we can approve a new 4-year strategy in November 2021.

You can download a short version of the new interim strategy at www.broadlandgroup.org/about-us/governance-documents/corporate-strategy/

Garden makeover for Oakes Court



Wow, what a transformation of the communal garden at our Oakes Court housing with care scheme (Downham Market)!

"Some of the tenants were checking up on progress daily - it really gave them something to look forward to!" says our local Neighbourhood Officer Helen Brodowski.

Thanks to Diane and her team from NorseCare.

Did you know...?



In housing with care, you have your own self-contained flat but also get round-the-clock access to on-site care professionals and a wide range of communal services. Housing with care may suit you if you have a care need and want to remain independent. We have 8 schemes in Norfolk. Find out more on our website - search 'Housing with care'.

Christmas Charity Tombolas!

We know a lot of our tenants at our Sheltered Housing schemes are missing their social activities. Just before Christmas, our Sheltered Scheme Managers delivered activity booklets with mince pies and a cracker, and also held a Charity Tombola.

- Samford Court raised £42 for Marie Curie & Cancer Research
- Oulton Court raised £86 for Marie Curie & Outreach
- York Place raised £154 for East Anglian Air Ambulance
- St Katherine's Court raised £116 for British Heart Foundation
- The Cedars raised £260 for Shelter
- Woodcote raised £180 for Macmillan Cancer Support

Two of our schemes were also joined by Broadbeat Choir (pictured below) and Hethersett Singers (all socially distanced, outdoors).

Thank you to all tenants who bought Tombola tickets and helped raise money for your chosen charities.





ASB workshop

Antisocial behaviour (ASB) has a very detrimental effect on the communities where our tenants live, as well as affecting them personally.

At our Community Conversations, tenants tell us they don't understand our ASB processes and why it takes so long to sort out the problem. So, in December we invited a group of tenants to a special workshop.

Stephen Codling, Local Delivery Team Manager, and Bethany Newton, Local Delivery Team Leader, explained how we deal with ASB, from the initial report and monitoring/intervention to the legal process. Our guest speaker was Ian Rattenbury, who specialises in property litigation at Birketts solicitors (and represents Broadland in court when we start eviction proceedings for ASB).

Ian outlined the issues bringing a case of ASB to court, and the importance of our tenants' evidence to the case. Keeping log sheets and photos can be a critical element to gaining a possession order and evicting someone who has been causing ASB.

Ian also gave a detailed overview of court proceedings, and why some cases take 12-18 months to get to trial. In the interactive part of the workshop, tenants were asked how our ASB service needed to improve and what they would like to see happen if they were a victim.

Stephen said: "We appreciate the tenants' feedback at the workshop, which will shape our policy and procedure. They even agreed to come back and help us ensure we get it right!"

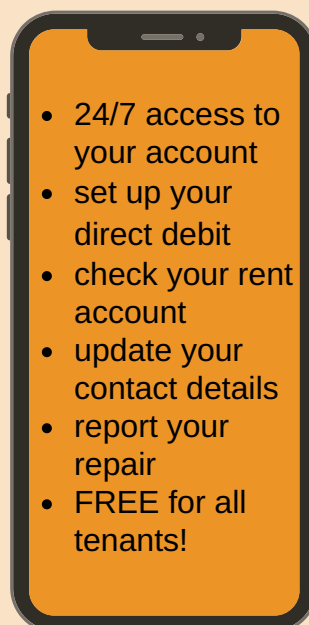
You can download our ASB leaflet for more information from www.broadlandgroup.org//tenants/download-leaflets (please note this will be updated when our review is complete).

What is ASB?

"Any behaviour which causes, or is likely to cause, harassment, alarm or distress to neighbours. It covers everything from issues caused by pets to serious violence"

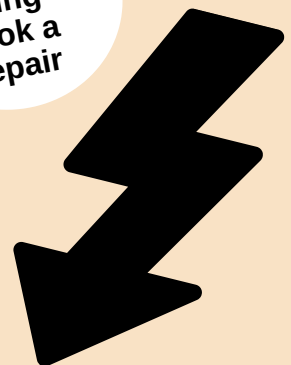
It's easy to sign up...

Sign up to Tenants Online and get instant access to your account.



- 24/7 access to your account
- set up your direct debit
- check your rent account
- update your contact details
- report your repair
- FREE for all tenants!

NEW!
coming this
spring -
book a
repair



Don't wait in a phone queue!
Sign up now at
<https://portal.tenantsonline.org/>

Funding for new homes in Norwich

We are delighted to be working with Norwich City Council to provide 6 new affordable homes at Webster Court, Norwich. We propose to build 6 x 1-bedroom, 2-person flats on the existing parking area to the north of Webster Court.

The single block of 6 flats over 3 storeys will have communal garden areas and vehicle parking space.

Visit our website for latest updates.



Greener printing

At Broadland we support environmentally friendly alternatives wherever possible.

This issue of Door to Door is printed by Aylsham-based Barnwell Print - Norfolk's first carbon-balanced publication printer since 2012. The certificate below (and on future issues) means the carbon impact of the whole production of the magazine is offset by the World Land Trust through the purchase and preservation of endangered areas of natural forest.

For more information, visit www.barnwellprint.co.uk/the-environment/



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Housing for prison leavers

In November we hosted our latest Homes for Cathy regional seminar with guest speakers Mary Scale and Katie Marsden from the DWP (Department of Work and Pensions). Mary and Katie help prison leavers in Norfolk to secure a home and a job. This session highlighted the importance of a stable home to break the cycle of reoffending.

We work closely with local councils, charities and housing associations to end homelessness in the region.



They are giving us some really positive feedback about our regional Homes for Cathy seminars on this issue. →

“

“Really interesting meeting – lots of great ideas to work with!”

“I found that very useful and practical”

”

All about your IAP



In October we launched a **FREE** Individual Assistance Programme (IAP) for our tenants.

Find out more about how it can help you...

What is the IAP?

The IAP is a free and confidential support programme and 24-hour helpline. It is provided by Health Assured for all Broadland Housing tenants and their immediate family members.

The IAP has qualified counsellors and advisors available 24/7 to help you. You can contact them by email, live chat, request a contact or call **0800 917 6470** for confidential support.

What sort of help is available?

You can get support on a wide variety of issues – including family and relationship issues, financial wellbeing, and stress and anxiety.

How do I get the IAP?

You can access the IAP at **www.healthassuredeap.com**. Enter the username **Wellbeing** and Password **WireGateRing**

If you have a smart phone, you can download the IAP via the **Healthy Advantage** app – put in the code **MHA151889**.

Examples of how the IAP can help...

“I am worried about money, how will I cope?”

You will find dozens of helpful tools and calculators in the IAP, all designed to support your financial wellbeing. For example, you can access a money health check, a debt test or a car costs calculator.

“I am feeling low in mood ...”

The mood tracker tool (on the app) helps you get more in tune with how you are feeling. It may help you to identify what lifts or lowers your mood, day by day. The IAP has lots of other information, webinars and short videos to help you look after your mental wellbeing.

“I have put on a few pounds over Christmas!”

Use the IAP to do a mini health check (including how to find out your BMI), or create a 4-week plan to help you eat more healthily. You can set a reminder on the app to check in daily so you keep on track!

“My partner is drinking more than usual...”

There are fact sheets about alcohol and sources of support on the IAP. If your partner is willing to recognise they may have a problem, the IAP's 4-week 'Drink Less' plan might be helpful.

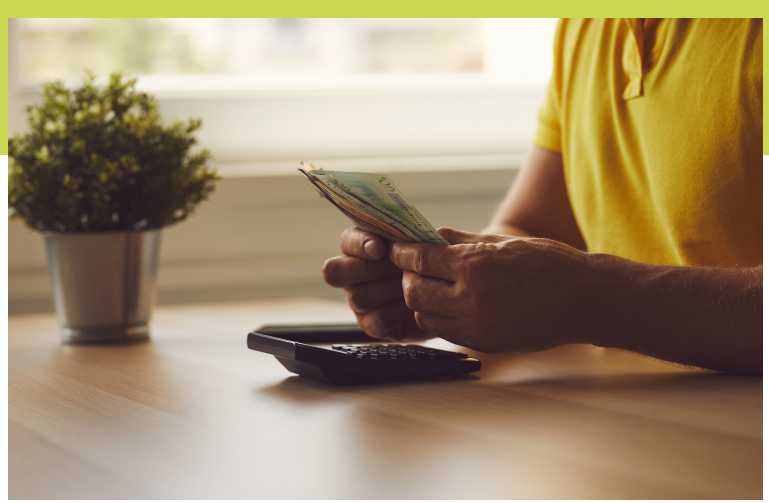
Watch out for courier fraud!

Courier fraud is where fraudsters pretend to be police officers to scam members of the public out of large amounts of money. Norfolk Constabulary is currently dealing with a number of courier fraud incidents.

Fraudsters adopt a range of techniques. For example, they may make the victim believe that their local bank is using counterfeit money. They ask the victim to withdraw cash and hand it over to an officer or courier for examination.

Typically, these fraudsters target older people because they are more likely to be in credit and secondly because they may have a large retirement fund/pension. They also trust the police.

To tackle the issue, Norfolk Constabulary has been working with banks around Norfolk. They have also alerted local taxi firms, which are often used to transport victims to the bank to withdraw the cash. This has prevented a number of scams after suspicions were raised and arrests were made as a result.



Remember:

- Your bank or the police will NEVER ask for your PIN, bank card or bank account details over the phone – never give these details to anybody.
- The police and the banks will never send a courier to collect money from you.
- Always request photo ID. If unsure, call the police.
- If you're asked to telephone a bank, then always do it on a different phone to the one you were contacted on.
- Fraudsters will keep the line open and have been known to play ringtones, hold music and a recorded message down the phone so the victim believes they are making a call to a legitimate number. Ensure you can hear a dialling tone before calling the police or use a friend or neighbour's telephone instead.
- Do not rush into agreeing with the scammer's demands / requests.
- If you have already given your bank details over the phone or handed your card details to a courier, call your bank straight away to cancel the card.

Please call Norfolk Police on 101 if you believe someone has been the victim of courier fraud.

Always call 999 if it is an emergency.

The police will never ask you for cash or your bank details.

**STOP...
this is a scam!**

**THE
TRAP**

Please tell your family and friends, particularly older relatives, to ensure they are aware of these scams and the warning signs.

A better deal for tenants? The new Government charter



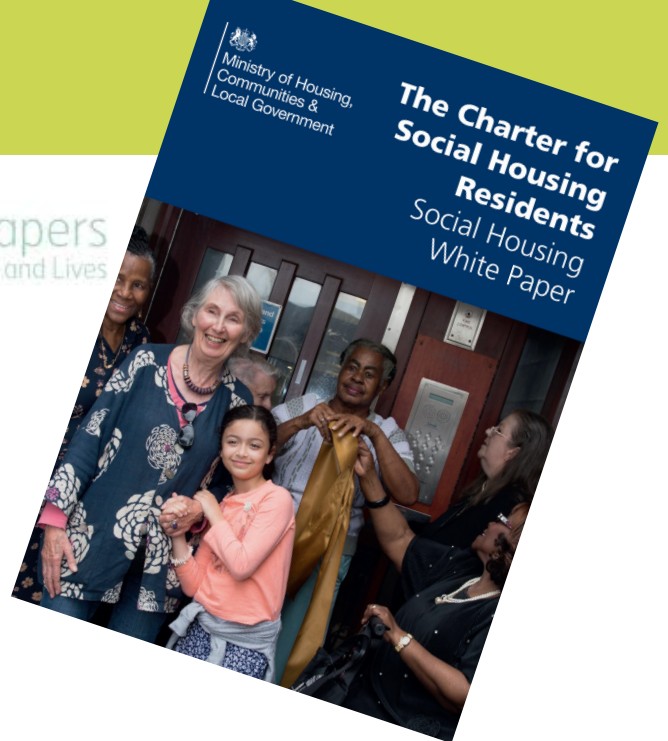
by James Temple, TAG panel member

Placeshapers* invited me to speak at their national conference in November, to offer a tenant's view on the new Social Housing White Paper (SHWP).

'The Charter for Social Housing Residents' forms a base for changes within the social housing sector. It sets out what tenants can and should expect from their housing provider and covers 7 main areas:

1. **To be safe in your home.** We will work with industry and landlords to ensure every home is safe and secure.
2. **To know how your landlord is performing,** including on repairs, complaints and safety, and how it spends its money, so you can hold it to account.
3. **To have your complaints dealt with promptly and fairly,** with access to a strong ombudsman who will give you swift and fair redress when needed.
4. **To be treated with respect,** backed by a strong consumer regulator and improved consumer standards for tenants.
5. **To have your voice heard by your landlord,** for example through regular meetings, scrutiny panels or being on its Board. The government will provide help, if you want it, to give you the tools to ensure your landlord listens.
6. **To have a good quality home and neighbourhood** to live in, with your landlord keeping your home in good repair.
7. **To be supported to take your first step to ownership,** so it is a ladder to other opportunities, should your circumstances allow.

Tenant engagement (no.5) is an area that needs sector-wide improvement. We must recognise that only a very small percentage of tenants are actively engaged. Where are those younger tenants? Social housing providers must acknowledge the importance of well-funded demographically focused campaigns.



Those younger voices are just as important as the older tenant demographic.

The SHWP does not fully address the question of social housing stigma, despite the considerable work carried out through tenant roadshows that were so instrumental in drafting the Green Paper. Clearly this is no longer high on the Government's agenda.

As a tenant I view the planning of mixed tenure sites vitally important in reducing social housing stigma. Building with a mix of tenure types (social rent, shared ownership and open-market sales) develops integrated neighbourhoods and sustainable communities. Our housing association, Broadland, used this mixed-tenure method in their development of five award-winning rural sites. That forward-thinking planning provided 61 much needed affordable rent homes.

The White Paper has many challenges yet the primary job of social housing providers is to keep building those much needed high quality social rent homes.

Find out more

- **Placeshapers** www.placeshapers.org
- **What is Placeshapers? video** https://youtu.be/Qta32_J00Tk
- **Social Housing White Paper** www.gov.uk/government/publications/the-charter-for-social-housing-residents-social-housing-white-paper

How we set up Ryeson Tenants Association

by Moll Robb, Kessingland, Suffolk

On 16 April 1994, 24 of us tenants moved into Ryeburn Close and Dowson Drive on the same day. We were greeted by Broadland's surveyors Kevin Clarke and Simon Brister, and Liaison Officer Brian Lawson. Brian kept in touch with us all by visiting our homes for 'surgeries' about any problems that we had. Then in November Brian hired our local church hall to tell us about tenant associations. Everyone turned up that evening and Ryeson Tenants Association came to life! I was voted Chairperson, then we voted for a Treasurer, Secretary and four committee members. The committee was in place the next week.



I have been Chairperson of the association for the last 28 years. Committee members have changed over the years, but three have also stayed the whole time. Broadland have donated £100 to us for quite a few years now to help buy stationery and pay for computer and printer use. I send newsletters out to all the members every three months or so. With the help of members, we organised a petition to Broadland to ask for solar power, as we already had the boilers put in, then double glazing, which was put in last December.

We have developed into a very nice community. In the past we have raised funds, and organised

street parties and Christmas parties at our local working men's club. We do not live in each other's pockets but we love where we live. Eleven of the first tenants are still here, and as the tenants change, I welcome them in and give them time to settle and tell them to let me know if they have any problems. Then I go and ask if they would like to join the association, and they sign the members' book.



If any tenants are interested to set up their own tenants' association, I am sure that Broadland would help you get together and I would too.



Get involved, make a difference



Ways to get involved:

- Homes Panel*
- Tenant Action Group (TAG)*
- Community Conversations*
- Community Inspectors
- Good Neighbour Awards
- Digital Panel
- Mystery Shoppers
- Become a Member
- Pinboard



TAG (Tenant Action Group)

Meets on Thursdays via Zoom:

14 January 2-3.30pm

11 March 6.30-8pm

Community Conversations

Meets on Tuesdays 6.30-7.30pm via Zoom:

19 January

16 March

6 February

13 April

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.

We look at what's important to you and from your feedback, we use this to help shape our services.

At our interactive meetings* (held online via Zoom at present), you can talk directly to our senior managers about your ideas for improvements.

The meetings are a chance for you to learn new skills, meet new friends, get free training and boost your confidence. Join us today - you can get involved as much or as little as you like!

How to get involved:

Call 01603 750113

Email tenantengagement@broadlandgroup.org

Visit

<https://www.broadlandgroup.org/get-involved/>



Board member joins Covid-19 vaccine team!

Our Board member Simon Hibberd, a retired GP, has gone back to work as a volunteer - helping to immunise his local community against Covid. Well done, Simon!



Community Conversations

In 2020, our Community Conversation events went digital. It was great to see so many of you join us on Zoom to share your thoughts and experiences of Broadland.

Thanks to your views, you helped change:

- We held our first ASB Workshop (see page 4)
- Coming soon: You will soon be able to report repairs via Tenants Online.
- All new tenants now receive a copy of Door to Door to introduce them to our magazine.

Join us on 19 January 6.30pm for our next Zoom event - contact us today!

In the Garden Shed *with Jane*

Greetings to all our gardeners!

May I wish you all the very best for 2021. It's been a year since we started this gardening feature and I hope you have found it helpful. Please get in touch at tenantengagement@broadlandgroup.org if there are any specific topics you would like me to include in future issues.

Winter gardening

This past year has been difficult for all of us, but gardening is a great help with our mental wellbeing. Not everyone is fortunate enough to have a garden or allotment, but we all have a windowsill or small space to grow something on during the winter.

Indoor plants

Never let plants stand in water, and only water when the soil is dry. Flat leaved plants need the occasional dusting. Always follow the plant label when feeding them.



Indoor herbs and vegetables

Basil and coriander do very well in pots on windowsills (including the bathroom!). Sow a few seeds every few weeks and don't over-water.

Gardening calendar

January

- Prune autumn-fruiting raspberries to 3-4 inches above ground and give them an organic feed (I use old manure)
- Give your overwintering onions, garlic and shallots some blood and bone feed

February

- Sow seeds in the greenhouse or cold frame, plant spring shallots and another crop of broad beans
- Harvest Brussels sprouts and leeks

March

- Sow parsnips and beetroot in permanent beds
- Put Brussels sprouts, celeriac, purple sprouting broccoli and other brassicas in nursery beds
- Continue to dig and weed

Allotments and veg patches

Time to order your seed potatoes! I'm sowing International Kidney (Jersey royals when grown in Jersey), as my early salad crop and Cara for my main crop. Before you choose your potatoes, think what you want to use them for. I don't think it's a good idea to grow lots of potatoes for the summer. I'd rather have more main crop which, with storage, will last me through the winter.



Jane's top tip

Keep watching the winter sales for gardening bargains (tools, sundries, string, secateurs, hand tools etc)!

Plan ahead

The winter days are cold and short, so make the most of being indoors! Order seed catalogues and plan next year's growing. Review last year's efforts - what worked or what went wrong!

You could start a garden scrapbook and get the children involved. Make a collage with old seed packets, cut out flowers from old seed catalogues, print out your garden photos - just a few ideas to get you going.

I'm looking forward to gardening with you for another year and seeing your successes, answering any questions and helping where I can. Good gardening! *Jane*



Children's Colouring Competition

For a chance to **win a colouring set** - colour in the picture and send it to us by 28 February 2021.

Simply take a photo of your completed picture and email it to tenantengagement@broadlandgroup.org. Or post your entry to: Tenant Engagement, Broadland Housing, NCFC, Carrow Road, Norwich NR1 1HU. Don't forget to give us your name, age and address.

Closing date: 28 February 2021.
Broadland Housing tenants only.
One entry per person. If more than one entry, winner will be chosen at random.



Winter Wonders Crossword

Enter our prize crossword and you could win a £25 Love To Shop voucher!

Simply take a photo of your completed crossword and email it to tenantengagement@broadlandgroup.org. Or post your entry to: Tenant Engagement, Broadland Housing, NCFC, Carrow Road, Norwich NR1 1HU.

Closing date: 28 February 2021. Broadland Housing tenants only. One entry per person. If more than one correct entry, winner will be chosen at random.



Across

1. Snowstorm with wind
5. Animal that hides nuts
6. You do it on ice
7. Slide downhill on snow
9. Month before February
10. Warming winter stew

Down

2. Found on outdoor taps
3. A winter spice
4. Snuggle under it at night
5. Cold and white!
8. They keep the hands cosy

Congratulations to Mr Bone in King's Lynn, winner of our Autumn wordsearch competition!