



Door to Door

Your local tenant magazine

April 2022



Tenants donate £900 to Red Cross to help Ukraine - read more on page 11

**What is an emergency repair?
See page 4**

**About your Home Condition
Survey - see page 3**

**Home improvements?
Read this first! See page 3**



**Community Improvement
Fund - open for
applications! See page 10**



**Gardening Competition -
Enter now!
See page 10**

Celebrating sustainability

We are very proud to be the first medium-sized housing association to receive the Sustainable Housing Label. International consultants Ritterwald assessed our performance in more than 40 ESG (environmental, social and governance) areas.

Broadland scored highly on tenant engagement, ethical considerations, and “high-quality sustainable housing, staff and tenant wellbeing and tenant representation”.

You can read more at broadlandgroup.org go to 'latest news'.



Above: Chief Executive Michael Newey (right) with Austen Reid, UK Director, Ritterwald

“ At Broadland we are focused on sustainability across all parts of the business. This does not just mean environmental factors such as the energy efficiency of our homes, but other measures of sustainability - like our values/ethics, the positive impact we have on society and the way in which our business is run. *Iain Grieve, Executive Finance Director* ”

Sleep out raises £5,000 for homeless

On 11 March a team from Broadland Housing slept out as part of YMCA Norfolk's Sleep Easy event. Our employees, friends and supporters raised over half of the YMCA's £5,000 target for a Housing First project to provide homes for young people who are homeless in Norfolk, with a support package to help them get back on track.

Chief Executive, Michael Newey, who took part in the sleep out, said, “Broadland Housing is absolutely committed to tackling homelessness, and we are delighted to be working with the YMCA to deliver this project, the first of its kind in East Anglia.” A big thank you to everyone who took part and sponsored the team!





Thinking of doing some home improvements? Read this first!

Please remember, you must get written permission from us BEFORE you make any alterations to your home. Alterations also include temporary structures in your garden, such as putting up a shed.

Telling us is important, because unauthorised alterations to your property may be a fire risk.

If we find works that have been completed without our permission, we will investigate. It is possible you may be breaching the terms of your tenancy agreement.

For more information or to download an alteration form, see broadlandgroup.org go to 'our homes & services' - 'Alterations to your Broadland property'.

About your HOME CONDITION SURVEY

We survey our tenants' homes every 5 years to keep our records accurate and up to date.

During the survey, we will check the condition of your kitchen, bathroom, windows and doors etc. This helps us improve our programme of planned works. Please visit our website broadlandgroup.org go to 'Our homes & services' - 'planned maintenance works' for more information.

We update EPCs (energy performance certificates) as necessary and carry out asbestos checks.

If your home is due a survey, we will contact you by letter 2 weeks before. To change the day or time of your appointment, please contact **0303 303 0003** asap to re-book it.

Please note, before your survey:

- It would really help if you would allow our surveyors access to your property for approximately 30 minutes
- Before our arrival, please open all windows and doors if possible. This ensures a good airflow and reduces touch points
- All Covid-19 related information and guidance will be included in your appointment letter
- If you apply for Mutual Exchange, you will need a stock survey that is less than 5 years old in order to complete the process.

Thank you in advance for your cooperation!

Gas & electrical safety checks - don't miss your appointment!

A huge thank you to all the tenants who have helped us keep your homes safe this year - simply by being at home as arranged for your gas or electrical safety appointment.

Our safety programmes are vital for finding any faults in your system and carrying out potentially life-saving repairs. Your gas or electrical safety appointment is also a chance for us to identify any upgrades your existing heating or electrics might need.

While on site, we will check your smoke/carbon monoxide alarms and replace any faulty items.

We will send you your appointment details in advance. You can easily change the date or time if it is not suitable - login to your **Tenants Online** account or call **0303 303 0003**.



*****Please make sure you are at home for your gas or electrical safety check*****

If you miss your appointment for any reason, please contact us ASAP to re-book it via **Tenants Online** or call us on **0303 303 0003**.

What is an emergency repair?

Only genuine emergencies will be dealt with out-of-hours. See the 'Report a repair' section on our website for more details.

- Major incident – fire, flood, major impact damage
- Escape of gas or fumes. First, call the National Gas Emergency number: 0800 111 999, then call our Customer Services
- Loss of power and/or lighting to part of your home. Call UK Power Network if there is a local power cut affecting your neighbourhood: 0800 31 63 105
- Water leak that cannot be contained by a bucket overnight
- Blockages to main drains or toilet - if this is your only toilet
- Sewage overflowing into the home from external drains
- Keeping your home safe and secure - e.g. carrying out temporary 'make safe' repairs



- Burst storage tanks, cylinders or pipes
- Heating system failure - in severe weather
- Loss of hot water
- Communal lighting failure
- Broken or missing manhole cover
- Broken stair treads, handrails, banisters or trip hazards
- Loose roof tiles - if there is a health and safety risk, such as the roof tiles flying off

Rent and service charge letters 2022



By now you will have received a letter from us explaining your new rent and service charges.

We understand that food, energy, and other basic costs of living are also rising at the moment. Some of the investments we are making will help lower the cost of living – for example, investing in homes to make them warmer.

However, we understand the pressures on household budgets. We have created a special webpage broadlandgroup.org go to '**tenant support**' - '**cost of living rises - 2022**' where you can watch a video from our Chief Executive Michael Newey explaining the background to the 2022 rent and service charges. You will also find tips for making your money go further and other sources of support.

If you have any concerns about your rent or service charges, please contact us using the online form on the webpage above or calling Customer Services on **0303 303 0003**. It is always much better to talk early on and we will always try to support you.

Time to swap your home?

Does your home still meet your needs?
Is it too big or too small these days?
Mutual exchange may be the answer.

If you have identified another Broadland property that you would like to exchange with, please complete and return the form at broadlandgroup.org go to '**our homes & services**' - '**mutual-exchange**' Or talk to your Neighbourhood Officer.



To exchange with a council or non-Broadland property, you can browse the options near you at houseexchange.org.uk

Please note: To be eligible for an exchange, all tenants involved must have an assured or secure tenancy. Unfortunately, tenants in temporary accommodation on a licence agreement or in supported accommodation on a shorthold are not able to exchange.



Shared ownership - your questions answered

What is shared ownership?

Shared ownership is a good opportunity for people who wish to buy their own home but cannot afford to buy outright. It is a low-cost Help to Buy option.

Who is shared ownership for?

Shared ownership is aimed at first-time buyers, but can also help you buy a property if a relationship has broken down. You may need to have a local connection to the area for some new rural properties.

How does it work?

Shared ownership lets you buy an initial share in the home (usually 50% of the current open market value) using a mortgage or savings. You then pay a reduced rent on the part you do not own.

Can I buy a bigger share?

'Staircasing' allows you to increase your level of ownership beyond 50%, if you can afford to, in the future. Your rent is adjusted to reflect this.

In some cases you may even be able to buy outright after as little as 1 year of living in the home, although there are some restrictions on rural schemes.

Can I afford shared ownership?

You will need to be able to pay:

- mortgage fees/repayments
- rent and service charges (to Broadland)
- legal and valuation fees
- stamp duty
- household bills – utility bills, council tax, contents insurance
- repairs and maintenance (see website for details)

Am I eligible?

To qualify for Help to Buy Shared Ownership:

- your annual household income must be less than £80,000
- you cannot buy a home suitable for your needs without assistance
- you are not a current home owner (or be named on the deeds of another property)
- you must have no outstanding credit issues (i.e. loan defaults, county court judgments).

Where can I find shared ownership properties?

We have homes available across Norfolk and north Suffolk – either newly built or re-sales. Enter your preferred area in the search tool at broadlandgroup.org go to 'Find a home' - 'shared ownership' to find what's on offer.

How do I apply?

You must be registered with Radian, the Help to Buy Agent for the East and South East. Register online at helptobuyagent3.org.uk or call **0800 456 1188**.

For more information, download our shared ownership leaflet at broadlandgroup.org go to 'Find a home' - 'Shared ownership' - 'What is shared ownership?' or contact our sales team at Email: sales@broadlandgroup.org Tel: **01603 750150**



Learning from your complaints

The Housing Ombudsman's Complaint Handling Code requires landlords to keep tenants informed about how they act on complaints. Here is an update on what we have been doing in response to your complaints:

Improving ASB communication and setting realistic expectations

We have updated our policy and trained staff. We are still working to improve our ASB communications and setting realistic expectations.

Improving communication when repairs cannot be completed to the expected timescale.

We have set up a project to look at ways to improve repairs scheduling. The team will look at our tenants' feedback for lessons we can learn going forward.

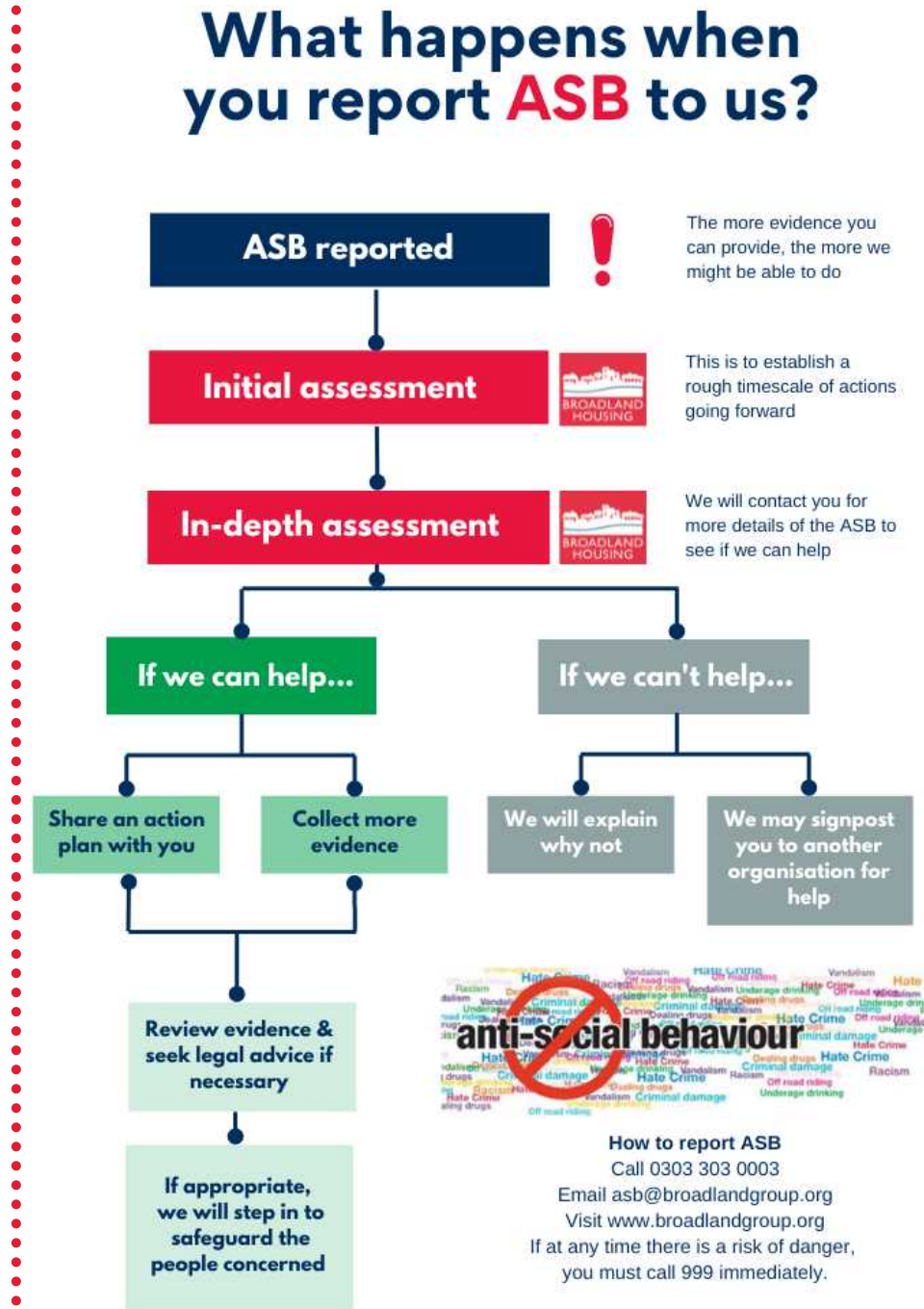
Improving how we deal with 'community complaints' by revising our complaints policy.

We have updated our policy and can now quickly identify a community complaint. We are continuing to work on improving how we record and update these.

Improving staff handling of complaints, in particular how we are responding.

There is still room for improvement. We have trained 4 more senior managers to respond to formal complaints, which will help us meet the timescales in the code.

What happens when you report ASB to us?



↑ For more on ASB, please visit the 'complaints' section on our website - see right

Paying compensation following a complaint.

We have updated the timescales within our policy. We have not received any further complaints about paying compensation.

You can find out how to make a complaint about your home or our services via our website at broadlandgroup.org go to 'Contact us' - 'Complaints'.

Remember, you can contact the Housing Ombudsman at any time throughout the complaints process. See housing-ombudsman.org.uk for info.

AVAILABLE *For Rent*

Flats from
£576
per month

For all enquiries
 **01603 750168**
broadlandgroup.org

 **Woodcote, Hethersett**

 **Ground & first floor
flats available***

Woodcote is the perfect fit for anyone aged 55+ who wants the independence of their own home.

Our sheltered housing scheme is in a quiet cul-de-sac, nearby to local shops and village. There are beautiful communal gardens and regular social activities at the scheme.

Woodcote also has scheme manager services and 24-hour emergency assistance via a specialist call centre.

*flats available at time of printing



FREE WORKSHOPS FOR TENANTS!

BOOST YOUR SKILLS

- budgeting
- wellbeing
- digital skills
- + much more
- online + in person
- fun, sociable!



APPLY NOW!



Go to 'Tenancy Support' at broadlandgroup.org or call **01603 750231** today



Norfolk & Suffolk locations, dates throughout 2022

Be a member of Broadland!



We welcome new members from among our tenants and local community.

As a member of Broadland you can:

- Attend, ask questions and vote at our Annual General Meetings
- Hear about the direction Broadland is taking first-hand
- Vote on key changes we are proposing
- Attend exclusive events throughout the year to find out what we are doing to support our tenants

Our members ensure we stay connected to the people who are important to us - our tenants and stakeholders.

For more information

Email: members@broadlandgroup.org

Tel: **01603 750279**

Visit broadlandgroup.org go to 'About us'

OPEN DAYS


Come & visit us!

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 in Norfolk offer award-winning standards of care.

Housing with care allows people to continue living a completely independent life in their own self-contained flat. There are communal areas within the schemes to join in with activities, and beautiful gardens to meet friends, or simply relax.

Flats available!


Features


 1 Bedroom


 Living area


 Wet-room


 Kitchen area

 Freshly prepared meals available to purchase

 24/7 access to care & emergency call system

 Communal lounge & gardens

 Regular social events

 Guest accommodation at some schemes
**subject to Covid restrictions*



**Lisbon Court,
King's Lynn**



**Benjamin Court,
Cromer**



**Dell Rose Court,
Norwich**



**Harriet Court,
Norwich**



**The Lawns,
Great Yarmouth**



**Lloyd Court,
Holt**



**Oakes Court,
Downham Market**



**Robert Kett Court,
Wymondham**

Please note, there are strict Covid measures in place at all schemes and visits, including those on open days are by appointment only. A registered Lateral Flow Test is required or one can be completed on site, waiting 30 minutes before entry.

For all enquiries

 **01603 750267**

broadlandgroup.org

“ I love having the flat to myself, but receive lots of help and support from the staff. I regard every single member of staff as a friend! ”

Marion, housing with care tenant

Gardening Competition 2022

You could win £50 in our competition!

Whether your garden style is compact, colourful, formal or informal, traditional or modern, let's hear from you!

Entry is open between 1 April - 13 June 2022 to all Broadland Housing tenants. Judging will take place in-person on 30 June & 1 July 2022 (if Covid restrictions allow).

ENTER NOW!



Visit broadlandgroup.org go to 'Get involved!'
Email: tenantengagement@broadlandgroup.org
Tel: 01603 750113.

This year's categories:

- Best Garden
- Best Small Garden
- Best Communal Garden
- Best Patio, Courtyard or Balcony
- Best Edible Garden
- Best Hanging Baskets

For more information on each category, please visit our website.

Winners & runners up in each category will receive a £25 or £15 voucher of their choice. There will also be an overall winner who will receive a £50 voucher of their choice!

Good luck!



Community Improvement Fund 2022

Open now for applications!

The Community Improvement Fund can offer grants for projects and is designed to help tenants set up their own community project, that will make a positive difference to you and your neighbourhood.

For example, you might want to hold yoga classes in your local village hall and need support to pay for the teacher or hall hire, or you may wish to buy water butts for your scheme.

Your idea for funding must fall into one of the following categories:

- Health and wellbeing
- Community projects
- Environmental improvements

The 2022 fund is open for applications once a year from 1 April to 31 May to Broadland Housing tenants only: you can only make one application per scheme.

To apply, complete the short form on our website, broadlandgroup.org go to 'Get involved!'.

If you'd like an application form posted to you, please call **01603 750113** or email tenantengagement@broadlandgroup.org.



SCAN ME



Housing for over 55s (HOP) Panel

by Richard Headicar,
HOP member

The HOP Panel last met on 8th March. We had a packed agenda, covering a wide range of topics, starting with a consultation and discussion on Broadland's policy about pets. We then discussed the issue of tenants transferring to another property.

Both were very helpful sessions, which provided some welcome clarification in each case.



From left to right: Gary, Vice Chair, Jane, Tenant Assurance Panel Liaison and Chris, Chair of HOP

The panel also discussed community involvement, an area of particular importance and concern.

Community involvement can provide social housing tenants with a valuable opportunity to contribute to their local area. At the same time, tenants can act as champions of social housing, helping to correct any unfortunate misunderstandings about it.

Ways to get involved in the community include attending your local council meetings, joining Older Persons Forums, helping with litter picks and generally showing support for community events.

Creating a genuine spirit of community is rewarding and worthwhile. It is much needed in these troubled times. Community involvement can be a fruitful and enriching experience, both socially and personally. Why not let us know what is happening in your community?

Get in touch! Call 01603 750113 or email us!



Garry, HOP member with his illustrated notes from the meeting

Tenants donate £900 to Red Cross to help Ukraine

Tenants at our Woodcote sheltered housing scheme have raised £900 for the Red Cross. The funds will help support children and elderly people caught up in the conflict in Ukraine.

Tenants held a special coffee morning, where they watched 2 films about the background to the conflict. One film was presented by Red Cross workers on the ground in Ukraine.

"Lots of tenants had been asking what they could do to help after being moved by

images of people suffering terrible conditions as a result of the conflict," said Stephen, scheme manager. "Also, one of the carers who works here has a Ukrainian husband, so that has also brought the crisis closer to home."

Tenant Molly Allison said: "I have cried every morning when I see what is happening on the television."

Fellow tenant Richard Headicar added: "The suffering of elderly people, children and families caught up in what is going on in Ukraine has tugged on all of our heartstrings. We all wanted to do what we could to help mitigate their plight." (See picture on front page)





Introducing your...

Local Area Delivery panel



Be part of your brand-new panel, just for the area where you live!

Come along and meet your Local Area Delivery manager, and other members of your Local Delivery team to talk about:

- your home and services
- feedback on your repairs
- your ideas to improve our homes
- local issues in your community
- solutions

Meet other tenants and tell us how we can improve our services and the communities that you live in. By working together and listening to your experiences of Broadland, we hope to achieve lots of positive changes and outcomes.

Interested? Get in touch!

✉ tenantengagement@broadlandgroup.org

☎ 01603 750113



Community Conversations

Tell us what Broadland do well and what we could do better!

Thank you to everyone who has attended an event so far this year. We've received some great feedback.

The date for our next event is:

19 April - Central patch via Zoom

We look forward to welcoming tenants in person on:

17 May - King's Lynn (Venue TBC)

14 June - Norwich South (Venue TBC)

12 July - East (Venue TBC)

Look out for invites which will be sent via email, text and post.



We're back 

Out & About!

We try to visit each of our schemes as regularly as possible, at least once every 4 years. Over the pandemic this has been difficult, but we look forward to starting our visits again Spring/Summer 2022.

Our 'Out & About' visits 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.

Coming soon...

We will send invites to you via email, text or post. To keep up to date with the latest visits, go to our website broadlandgroup.org - 'Get Involved!'.



QUIZ

Find your ideal match!

There are lots of different ways you can get involved as a tenant and make a real difference to our homes and services.

Try our fun quiz. Do you agree with any of the statements below? Each one suggests a tenant panel or role that might suit you!



- ✓ **I enjoy meeting new people**
LAD / HOP / Community Conversations
- ✓ **I prefer to get involved from home**
Digital Panel
- ✓ **I am a 'details' person**
Community Inspector / Mystery Shopper
- ✓ **I enjoy working with others in a group**
LAD / HOP / Community Conversations
- ✓ **I am comfortable using digital tech**
Digital Panel
- ✓ **I am interested in hearing the views and opinions of my neighbours**
LAD / HOP
- ✓ **I will get involved about an issue that concerns me personally**
Community Conversations
- ✓ **I like taking notes and writing reports**
Community Inspector / Mystery Shopper
- ✓ **I am interested in building new communities**
LAD / HOP
- ✓ **I am aged 55 or older**
HOP
- ✓ **I am well organised**
Community Inspector
- ✓ **I want to make my local neighbourhood safer and tidier**
Community Inspector / LAD / Mystery Shopper
- ✓ **I am interested in improving Broadland's homes and services**
LAD / HOP / Community Inspector / Mystery Shopper

KEY

- **LAD (Local Area Delivery panel) - focus on just your local area, issues & services**
- **HOP (Housing for over 55's Panel) - bring forward your ideas & issues about your scheme & services**
- **Community Conversations - tell us your concerns**
- **Digital Panel - online surveys**
- **Mystery Shopper - report back on our services**
- **Community Inspector - safety, grounds, cleaning etc where you live**

To find out more about our different tenant groups and how you can play a role, visit broadlandgroup.org go to 'Get involved!'.

Email: tenantengagement@broadlandgroup.org

Tel: 01603 750113



Door to Door

Your local tenant magazine

April 2022



Introducing April Door to Door

Your local tenant magazine



Door to Door audio

LISTEN NOW!

Now you can listen to the audio version of your Door to Door tenant magazine via our website. For a CD of the latest issue or link directly to listen online, please call **01603 750113**.

Free membership of Norfolk Car Club!



Norfolk car club offers pay-as-you-go use of a fleet of 50 new cars and vans in Norwich (parked in dedicated on-street bays) and 600 vehicles across the UK. Vehicles can be hired for as little as half an hour at a time or as long as needed.

Broadland's special deal means that tenants can join the Car Club free (saving a £25 joining fee), remain a member for free (saving £5 per month minimum spend), and receive a £25 free driving credit.

Join online today!

To claim your discount as a Broadland Housing tenant, quote the promotional code **"bhg25"**



Switchee smart thermostat

Following a successful trial, we will be continuing our roll out of Switchee devices across suitable properties.

Lower fuel bills

The Switchee thermostat is designed to make your heating and hot water system work as efficiently as possible. Your energy bills may be lower and a warmer home is good for your wellbeing.

Flagging up potential problems

The thermostat can also advise us of any possible heating or condensation problems in your home, which helps with maintenance repairs and improves our knowledge of potential causes.

For more information on Switchee, visit broadlandgroup.org, go to 'Our homes & services' - 'Switchee smart thermostat'.

Interested in Switchee?

We are pleased to be able to offer Broadland tenants the opportunity to register for one of the devices.

Contact us!

01603 750113

tenantengagement@broadlandgroup.org

switchee



In the Garden Shed

with Jane

Greetings to all our gardeners and readers!

Spring has arrived in all its wonderful beauty... Jewel colours popping up in unexpected places. The trees turning a delicate shade of green as new buds appear. Blackthorn with white blossom contrasting against the black branches. Stop, take a minute, breathe it all in, listen to the birdsong and enjoy! I love springtime with all its promise of a great gardening year ahead.



Planting a tree

Why not plant an apple, pear or cherry tree, perhaps to celebrate the Queen's jubilee this year or remember a special event? There are lots of varieties specially

cultivated for small spaces. You can grow a tree in a large tub or terracotta pot.

A garden centre or specialist nursery will give you good advice. Remember - the older the tree, the more it will cost (because the nursery has looked after it for longer) but it will fruit in 1-2 years. You can buy young fruit trees cheaply from supermarkets, but you will have to wait longer for fruit.

Birds and insects love a native fruit tree. It has beautiful blossom and foliage, and apart from an annual prune and care in the first couple of years, it will look after itself. Win-win all round!

My top tip!

Be on the alert for sudden frosty nights - cover seedlings with fleece or other protection. Roots/tubers are OK because the ground is warm. Also protect young green shoots/seedlings from pigeons with netting.

Get ready for our fabulous annual **Gardening Competition.**

This year we hope to visit in person - so come on everybody, get growing!
(see page 10)



Houseplants

Spring is a good time to repot, if roots are growing through the plant's drainage hole. Feed and generally check the health of houseplants. In summer the light changes so you may need to move shade-loving plants away from strong sunlight.

Growing veg

There is an old country saying: when the weeds start showing, it is time to start sowing! In April and May, you can sow just about any seeds - carrots, beetroot, salad leaves, peas, beans etc. Keep more delicate seeds (such as cucumbers, tomatoes and squash) on the windowsill or in the greenhouse until mid-May.

Some ideas to keep you busy in the coming months...

April

Plant main crop potatoes and most root vegetables. Make a nursery bed for winter greens, purple sprouting broccoli, Brussels sprouts etc. Weed and water seedlings.

May

Sow all varieties of beans and more salad leaves. Check for blackfly on broad beans. Weed and water. Pick anything that's ready!

June

Get your garden, patio and window boxes in tip-top condition, ready for the Gardening Competition!

Have a wonderful, productive few months. I'm really looking forward to seeing you in the summer.

Jane



Happy 100th, Doris!



Many happy returns to Ulliana ('Doris'), who celebrated her 100th birthday at Woodcote in April.

Doris enjoyed a home-made afternoon tea and birthday cake surrounded by family, friends and neighbours. As well as her many cards (including the special one from HM the Queen), Doris received a bouquet of flowers from us all at Broadland, presented by scheme manager Stephen's 5-year-old grandson. "It was great to see people mingling and bringing life to the lounge after 2 years of Covid and lockdowns. We all wish Doris well and good health in the coming years," said Stephen.

Creature comforts

PRIZE COMPETITION

The last couple of years have been challenging for all of us. For many, pets have been very welcome company. Animals provide a sense of purpose and offer real companionship. This was important during lockdown, especially if we felt lonely or isolated because we missed the people who mean the most to us.

Or maybe you have enjoyed getting out for a walk in nature, feeding the birds or watching wildlife, noticing the positive difference it has made to your wellbeing?

Tell us about how a creature has changed your life in recent times. It could be a pet, present or past, or wildlife that regularly visits your garden. We look forward to seeing your entries!

There are 3 prizes up for grabs (1st, 2nd and 3rd) - you could win a voucher for Pets At Home to buy some supplies for your pet or wildlife to enjoy!



How to enter

You can enter by email, post or via our socials. Send us a few words or even a poem about how this creature has made a difference to your life. You can include a photograph or not, it is entirely up to you!

-  @broadland
-  broadlandhousinggroup
-  tenantengagement@broadlandgroup.org
-  Post: Broadland Housing, NCFC, Carrow Road, Norwich NR1 1HU



The closing date is 15 May 2022, at the end of Mental Health Awareness week. Broadland Housing tenants only.



www.carbonbalancedprinter.com
Barnwell Print - Reg. 2102
CBP011807

By using Carbon Balanced Paper through the World Land Trust on this publication we have offset 76kg of Carbon & preserved 14sqm of critically threatened tropical forests.

Carbon Balanced Paper. One of the most sustainable forms of communication that will reduce your carbon foot print and promote CSR. www.carbonbalancedpaper.com

