



# Door to Door

## Your local tenant magazine

July 2022

A woman wearing a red vest over a striped shirt stands next to a dog. In the background, a large Union Jack flag is visible. The text "Summer celebrations" is overlaid in large, bold, white letters with a black outline.

# Summer celebrations



**Keeping you safe  
at home – see page 4**



**Water-saving tips  
– see page 15**



**Creature Comforts**  
– your precious pets  
– see page 16

## We are listening, get in touch



**broadlandgroup.org**



## Customer Services - new phone system

In April 2022 our new phone system went live. This new system gives us greater reliability, more flexibility and future options to improve the service we give to you. One advantage you may have already noticed is the ability to hold your place in the call queue if wait times are longer than expected. We will then call you when one of our advisors is available.

Although our Customer Services team has only been using the new system for a short while, we are impressed with how it's working so far. We recognise there were a few teething issues in the beginning, and we have received some feedback from tenants on suggested improvements.

As a result, we will be re-recording all the voice options, as the volume varies between messages, and will insert a hold message.

We look forward to seeing what this new system can offer in the future. One thing we are exploring is the ability to have a live online chat function built in. Watch this space!



## Repairs survey 2022 – what you told us

Earlier this year, after the disruptions of the Covid lockdowns, we invited tenants to take part in a survey about our repairs service. More than 550 of you replied, either by phone or online, from young home builders to busy families and older tenants. Your feedback has given us real insight into what is most important to you about repairs. This will help us shape and improve our repairs service going forward.

### How do tenants find our repair service?

- Overall, respondents (especially those aged 65+) were happy with our repairs service
- 2 out of 3 had had a repair completed in the last 12 months, and of these, 72% were happy with the outcome
- There was a 50-50 split between tenants wanting to book specific days/times for repairs (mainly younger tenants) and those who wanted the repair done ASAP (mainly older tenants), reflecting their different priorities e.g. due to work or childcare commitments
- The quality of the repair was the most important thing, followed by communication about it and thirdly the punctuality of the repairs team
- More than 50% (especially over 65s) preferred to book appointments by phone, but younger tenants were more likely to book using Tenants Online
- Tenants told us we need to improve our communications about 'complex works' (e.g. an extensive water leak), where a range of trades need to visit a property, and to coordinate and manage these works better.

## New board members

We are pleased to welcome three new non-executive directors to the Broadland Board: Joanna Ballman, Steve Dickinson and Moreen Pascal. Jo, Steve and Moreen will be formally appointed at our AGM in September 2022.

Chief Executive Michael Newey said: **"We are delighted that Jo, Steve and Moreen are joining our Board. This ensures we have the appropriate blend of skills, behaviours and backgrounds to reflect our core values and strategic ambitions going forward."**

**Joanna Ballman** is an independent social housing consultant, specialising in governance. She is also a Chartered Surveyor and was previously a Group Director at both Circle Housing and Flagship Housing.



**Steve Dickinson** is an experienced quantity surveyor who has worked on over 40 development projects with a combined build cost of more than £4 billion. He started his own consultancy in 2020 after leaving his role as Commercial Director at the Berkeley Group.



**Moreen Pascal** has focused on social justice initiatives and workforce development throughout her career. She currently works for a national organisation that helps housing organisations improve how they address inequality, get the most from their staff and support the communities they work with.



## Well done, Gracie!

**Congratulations** to our plumbing apprentice Gracie Symon, who has been named City College Norwich's Apprentice of the Year in the construction category (electrical installations, plumbing and gas).

It is Gracie's second award this year. In March she won Lewisham College's plumbing competition for women training in construction, held to celebrate International Women's Day.

Gracie was one of 12 of City College Norwich apprentices who were celebrated at the awards, for excelling and acting as a role model throughout the year. The college has 1,650 apprentices in total.



Above: Plumbing apprentice Gracie Symon at the City College Norwich awards with Ian Willis and Liam Cook

Gracie said: "I feel really happy and honoured to win this award. With my achievements this year, I'm pleased to say my confidence has grown. Ian, my supervisor, has really helped me to get where I need to be in my apprenticeship and has pushed me along with my social skills when talking to new people, such as tenants. The award has highlighted to me how far I have come since I first started with Broadland!"



Missed appointments have a cost!

As your landlord, Broadland has legal responsibilities to ensure your health and safety. This means that occasionally we need to gain access to your home to make important checks:

**Gas safety check** We must carry out a gas safety check every year to make sure your gas boiler and gas appliances are working safely and efficiently. A faulty boiler can be very dangerous and can also lead to carbon monoxide poisoning. A gas service normally takes 30-60 minutes.

**Electrical safety check** Similarly, we need to access your home to carry out an electrical safety check once every 5 years. This is to ensure the electrical wiring at your property is safe and to detect any electrical faults which could cause a fire. An electrical test normally takes 4 hours.

**Stock condition survey** We need access to your home every few years to check the condition of your windows, external doors, kitchen, bathroom, electrics and heating system. We also look inside the roof space to check the level of insulation and ensure no items are stored there. We will take photos of all the main items to record their condition and book any maintenance repairs that are necessary. A stock condition survey normally takes 5-20 minutes.

Please be at home for these essential checks. If you can no longer make your appointment, you need to rebook it ASAP via Customer Services on 0303 303 0003 so that our operative does not make a wasted journey.



Wasted time causes delays

- Last year, we had to rebook appointments for nearly 1 in 6 stock condition surveys because the tenant was not at home for their appointment.
- In April 2022 alone, more than 1 in 10 (178) tenants were not at home for their scheduled repair.

  
**178**  
tenants not at home

Remember, every appointment we need to re-book takes the time slot of another appointment and delays us getting to tenants' repairs!



Service charge update

Over the last 2 years, we have been working on improving the information we give you about service charges. We did not amend tenants' service charges while we did this.

As a result of this work, a small number of tenants had an error relating to their service charges on the letter they received in February. We are sorry if you were affected by this, and thank you for your patience while we resolved the issues.

We are always looking to improve the information we provide to you. If you have any feedback on the information you received from us this year about service charges, please email [servicecharges@broadlandgroup.org](mailto:servicecharges@broadlandgroup.org)



**Service Charge Statement - Explanation Sheet**

We have provided further information about your charges below as we want to ensure that the information is clear and simple to understand.








**How has the rent been set?**  
If you pay a social or affordable rent this has been increased by 4.1% (CPI + 1%). If you pay an intermediate rent, you pay 80% of the market rent with a cap of 4.1% increase. If you are a shared owner, your rent has increased by the method set out in your lease.

**What is a Service Charge?**  
A service charge is payable to your landlord towards the cost of providing and maintaining services where you live and are in addition to your rent.

**What is a Service Charge Waiver?**  
This shows we have not charged you for some costs.

**What are Personal Charges?**  
Personal charges are individual charges personal to you, such as individual water or heating for your home.

**What does communal mean?**  
Communal means areas shared with other residents, such as corridors or stairs.

 <b>Communal Cleaning</b> Cost of cleaning staff, equipment and services (windows, bins, sanitary waste etc).	 <b>Communal Electricity</b> Cost of electricity to the communal services (lifts, lights, door entry system etc).	 <b>Communal Heating</b> Cost of heating in communal areas.
 <b>Communal Water</b> Cost of the water supply to communal facilities.	 <b>Concierge</b> Cost of the overnight service.	 <b>Day to Day Repairs</b> Cost of repairs to the structure of the building and the communal areas.
 <b>Grounds maintenance</b> Cost of grounds maintenance such as staff, equipment and materials.	 <b>Intensive Housing Management</b> Cost of housing staff for managing the scheme.	 <b>Individual Water</b> Cost of water for your home.
 <b>Managing Agent Charges</b> Cost from the managing agent for services provided to communal areas.	 <b>Provision of Furniture &amp; Equipment</b> Charge for the provision of furnishings such as carpets in communal areas and equipment.	 <b>Support</b> Cost of housing staff providing support services to the scheme.
 <b>Servicing of equipment</b> Safety and maintenance cost of any communal equipment such as lightning conductors.	 <b>Total Service Charge</b> Total cost of all the service charges shown for the year and per month.	 <b>Building Insurance</b> The cost of insuring your property. Please note you will need your own home contents insurance.
 <b>Alarm Monitoring</b> Cost of monitoring the personal alarm.	 <b>Individual Council Tax</b> Cost of Council Tax for your home.	



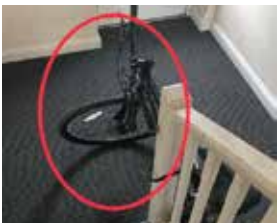
# Keep an eye out!

Help us create a safe environment. If you notice a health and safety hazard that we can help to resolve, please contact Customer Services on 0303 303 0003 or tell your Neighbourhood Officer.

## POSSIBLE HEALTH AND SAFETY HAZARDS INCLUDE:



- Raised or broken paving slabs (**trip hazard**)
- Loose or damaged handrails or railings (**fall hazard**)



- Discarded or stored items left in hallways and stairwells, blocking escape routes, e.g bicycles / pushchairs / furniture (**fire hazard**)



- Overflowing bins or waste left outside of bin stores (**health hazard**)



- Fire panel damaged or showing fault lights (**fire hazard**)



- Loose or broken brick walls or fencing (**slip/ trip hazard/cut hazard**)

- Damage to stairs/steps (**slip/trip hazard**)

- Communal lighting not working (**slip/ trip hazard**)



**PLEASE REPORT THESE HAZARDS AND ANY OTHERS, SO WE CAN RESOLVE THE ISSUE BEFORE IT CAUSES AN INCIDENT.**

**The environment changes day to day, so the more pairs of eyes we have looking out for these issues the safer our environment will become!**

## Reach out for help

According to Mind, the mental health charity, more than half of adults and two out of three young people reported their mental health got worse during the Covid lockdowns.

We can help if you have been struggling with your mental health or your home conditions have slipped in recent times.

- **Reach out to your Neighbourhood Officer.** They can support you to manage your home or any hoarding issues. Find your local Neighbourhood Officer at [broadlandgroup.org](https://broadlandgroup.org) go to 'Contact us' – 'Local Delivery teams'.
- **Contact our Tenancy Support team.** Get free confidential advice and support – just fill in the online form at [broadlandgroup.org](https://broadlandgroup.org) go to 'Tenant Support' or call Customer Services on **0303 303 0003** and select 'Tenancy Support'.



**Your Neighbourhood Officer is here to help!**



## Domestic abuse



Sadly, incidents of domestic abuse are rising. Refuge, the national domestic abuse charity, has reported that the number of people they supported increased by 22%

in 2020-2021. We know how hard and potentially dangerous it can be if you're a victim of domestic abuse, but we are here to help in a confidential and safe way.

If you want to speak to us, and it's safe for you to do so, reach out to any member of our team. We will listen and tell you what we can do. We can help in several different ways, from giving you information to providing additional security.

If you have concerns about a neighbour, please let us know. We will not share your information, and we will investigate your concerns in a way that does not put anyone at risk.

If you want support or to help somebody you know, but do not want to speak to us, the following information may be useful:

### National DA Helpline

- 0808 2000 247 [nationaldahelpline.org.uk](https://nationaldahelpline.org.uk)

**Leeway** - 0300 561 0077 [leewayssupport.org](https://leewayssupport.org)

### Sue Lambert Trust (Sexual Abuse)

- 01603 622406 [suelamberttrust.org](https://suelamberttrust.org)

See also the resources on our website at [broadlandgroup.org](https://broadlandgroup.org) go to 'Tenant Support' – 'Domestic abuse'





# Ensuring value for money

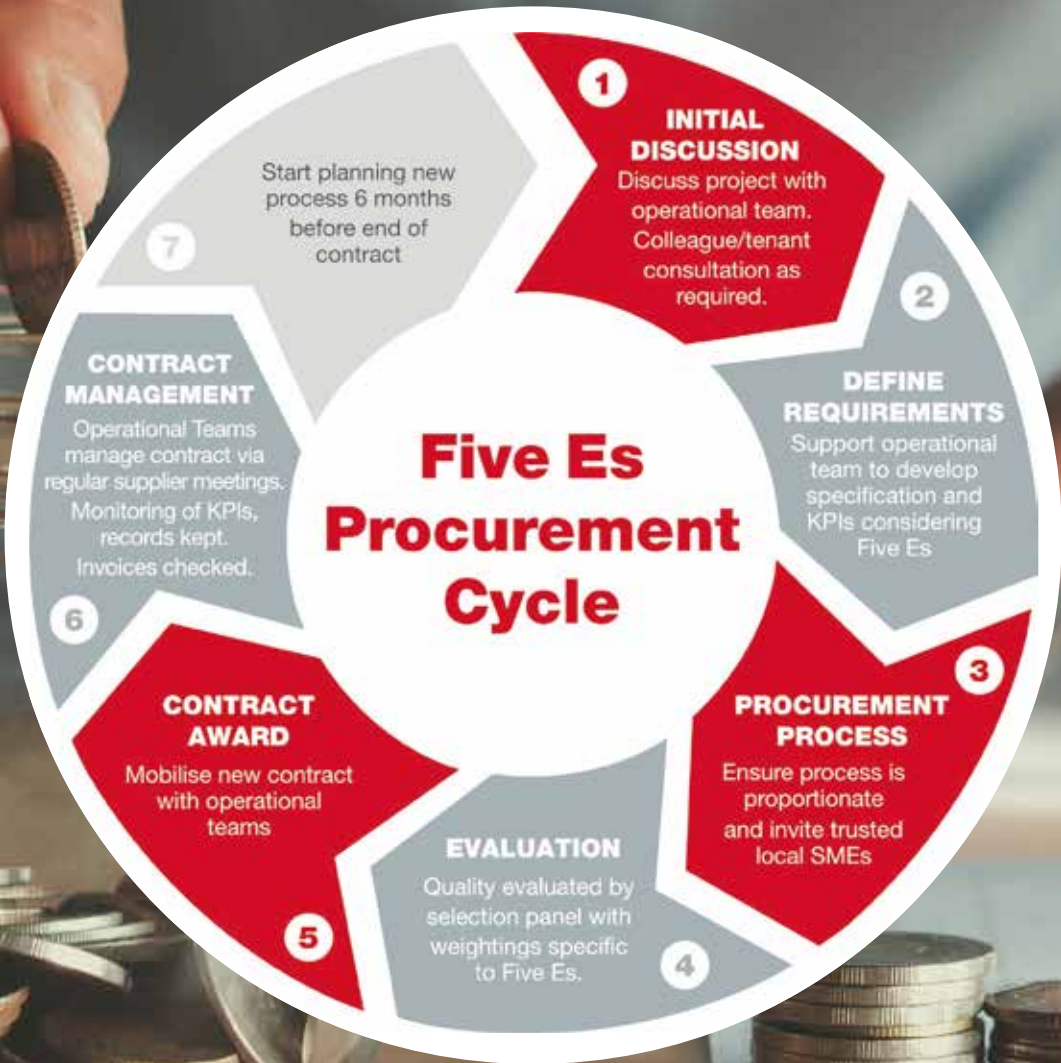
## What is procurement?

Procurement is the process of acquiring goods, services or works from an external source and agreeing to terms, often via a tendering or competitive bidding process

**Will Hunter Rowe, Procurement Officer, explains the work of Broadland's Procurement Team.**

The Procurement Team works hard to deliver value for money (VFM) for Broadland and our tenants. To do this we use the 5 Es procurement cycle:

- Economy (spending less)
- Effectiveness (spending wisely)
- Efficiency (spending well)
- Environmental (spending sustainably)
- Equity (spending fairly)



At each stage of the procurement cycle we use the 5 Es framework to help us define what Broadland needs, evaluate what suppliers are offering and manage delivery of the contract.

At all times Broadland must comply with the Public Contracts Regulations 2015. For big contracts this can be quite complex. Our team's role is to keep the process as simple as possible, so our colleagues can focus on their day-to-day jobs.

### Our approach to procurement

When we look at new contracts, we work with our colleagues (and where appropriate our tenants too) to help us decide what is important. We discuss feedback received from meetings or questionnaires with the budget holder or Senior Manager responsible for the contract, to ensure the right information is incorporated into the tender documents.

Wherever possible we use local suppliers to support the local economy. We also encourage our suppliers to offer apprenticeships, work experience or job opportunities to contribute 'social value' as part of the supply agreement.

We try to make sure that each project delivers the best possible outcome for Broadland and our tenants. If difficulties arise, we work with our operational teams to resolve these with suppliers and incorporate lessons learned into the next contract.

### A challenging environment

Brexit, Covid and the Ukraine situation have led to challenges for our supply chain, including supply continuity issues and price inflation. However, we are working closely with our suppliers so that colleagues are aware of issues in advance so that Broadland can maintain its operations efficiently.

### Recent projects

- domestic appliances
- commercial gas servicing and repairs
- fire doors and fire stopping
- UPVC windows and doors and composite doors
- waste management
- arboricultural services
- battery-powered garden machinery
- cleaning products

### Future projects

- flooring
- commercial kitchen equipment
- architectural services
- fire alarm services

For more information about our Procurement Team, visit [broadlandgroup.org](https://broadlandgroup.org) go to 'About us' – 'Tender and procurement'

## Get involved!

Our Digital Panel joined the initial discussion for the UPVC windows and doors project. They gave feedback on their preferred door choices, colours and styles. More recently, tenants have also been involved in our out of hours service consultation. If you'd like to join our Digital Panel, let us know!

### Contact

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





## TILS+ - don't miss out!

With the cost of living crisis and energy prices soaring, our TILS+ workshops are full of practical ideas and solutions on how to save money and get the most out of what you have. It's also a great way to find out what other tenants are doing to cut costs.

### SIGN UP TODAY!

- Free lunch and refreshments
- Free transport available from most areas
- Childcare can be provided if needed.

### What tenants are saying about the workshops:

"It really helped a lot. I needed that as I was feeling low and down."

"I can't speak highly enough of the trainers... wish it could go on forever."

"Listening to other people's experience and how they coped [I realised] I'm not the only one."

To find out more or book on to a workshop, visit [broadlandgroup.org](https://broadlandgroup.org) go to 'Tenant Support' – 'TILS training' or contact Philip Yates: tel. 01603 750231, mobile 07740 023408, email [philip.yates@broadlandgroup.org](mailto:philip.yates@broadlandgroup.org)



Meet new friends,  
learn new skills  
... get **FREE lunch!**

your own place



## Join our next TILS+ workshop



## Community Inspectors

We've been busy over the last few months getting our inspections back up and running. We've also had new tenants join us as Community Inspectors.

As a Community Inspector, tenants volunteer to walk around their scheme and report any communal issues to us. They complete a short questionnaire (online or on paper) 4 times throughout the year and send it to our Local Area Delivery teams.

### Our Community Inspectors look at:

- Cleaning services
- Grounds Maintenance services
- Health & Safety
- Potential slips, trips and falls

It's really important we hear from tenants about where they live - it can make a really big difference to their community.



### Our Community Inspectors told us (April 2022) about:

- Bicycle being stored under stairs in block of flats
- Leak in communal guttering
- Fly tipping next to communal bin area
- Broken paving slabs
- Communal outdoor light not working
- Communal carpets need to be cleaned
- Some areas of communal grass need re-seeding

### Join us today!

If you're interested in helping to look after where you live, this is a great opportunity to get involved. Call us on 01603 750113 or email [tenantengagement@broadlandgroup.org](mailto:tenantengagement@broadlandgroup.org).

## Mystery Shoppers



Help us to improve our services and overall tenant satisfaction!

As a Mystery Shopper you get to report on a variety of our services:

- You will inspect our properties before new tenants move in, to ensure we are meeting our standards
- You will ensure our Customer Services team are reporting repairs correctly – are they polite? Did they get the right information from you?
- How about our out of hours service, is this up to scratch?

As a thank you for giving your feedback, we reward you with Love2shop vouchers. And on top of that, you can take part as much or as little as you like!

Full training is provided online or in-person.

**Sign up now and become a Mystery Shopper!**  
Call 01603 750113 or email [tenantengagement@broadlandgroup.org](mailto:tenantengagement@broadlandgroup.org)





# Housing for Over 55s Panel (HOP)

by Chris Poole, Chair of HOP

Our spring meeting was well attended, and effectively 'sold out'. However, if there are any more tenants out there who would like to join us, we could still squeeze a few more in!

One of our guest speakers was Neil Anderson, Housing Services Manager at Broadland Housing. Neil talked to us about the Customer Services structure, but mainly about how our repairs are scheduled. He also spoke about how Broadland is dealing with the backlog of repairs caused by the Covid pandemic. Neil reported that progress has been made and his aim was to clear the backlog by the end of September.



Neil also told us about the all-singing, all-dancing new telephone system, which has been in place since April (see page 2). Have you noticed an improvement in the service? Please let us know. We want to know how you feel about these services and other issues.

We were also joined by William Hunter Rowe, Procurement Officer, who spoke about Broadland's approach to procurement (see page 8). William gave out a short questionnaire on the out of hours telephone service and asked the group for their feedback about it and what is important to us when calling out of hours. There was a lot of discussion and William took away our feedback as part of the project for a new tender.

Our Tenant Assurance Panel (TAP) liaison, Jane, is a very keen gardener and she led a wildflower and seed sowing session over lunch. This was really well received. Lots of the group got involved and took home beans, plants and seeds to grow. We look forward to hearing how everyone got on at our next meeting on 19 July!



We have tenant representatives for HOP from the following schemes:

- Woodcote
- Oulton Court
- St Katherine's Court
- York Place
- The Orchards
- Carrow Close
- Clyffe Cottages
- Cross Keys
- Queen Elizabeth Close

I'd like to encourage anyone to come along to a HOP meeting if you can. All Broadland tenants from our over 55s and sheltered housing schemes are welcome to join.

To find out more, please email [tenantengagement@broadlandgroup.org](mailto:tenantengagement@broadlandgroup.org).

**World, we all need to do something.**

# Platinum Jubilee celebrations!



**Jubilee celebrations took place over the bank holiday weekend, marking Her Majesty The Queen's 70 years of service – what a great success they were!**

It's been fantastic to see so many tenants join in the events at their schemes, bringing communities together.

Here are just some of the celebrations that took place...



We started the celebrations early in the half term week with a children's craft workshop led by Creation Station, along with beautifully decorated cupcakes by The Feed. On the day, Broadland staff were available to talk to, there was also a rubbish amnesty for any unwanted household items which were recycled for free!



At one of our schemes in King's Lynn, tenants held an afternoon tea.



Over in Hethersett, Parish funded charity 'Hethersett Hearts' held a Jubilee party for tenants in the communal lounge.



In Norwich, the celebrations continued with another afternoon tea.

One of our schemes in Worlingham marked the occasion by planting a 'Queen Elizabeth' rose in the communal garden and held a special cream tea afternoon provided by Rural Coffee Caravan which visits on a regular basis.



Tenants at one of our schemes in Aylsham celebrated the Queen's official birthday on Saturday 11 June, with a BBQ and enjoyed homemade cakes in the communal garden.



A big thank you to everyone who helped organise the events. A great weekend was had by all!



# In the Garden Shed with Jane

Greetings to all our gardeners, tenants and everyone who loves nature.

### Inspiration is all around!

Summer is a great time to visit parks and gardens for new ideas. We are lucky that Norwich and Norfolk have a proud history of providing and maintaining beautiful parks. There are also National Trust and RHS gardens, and 'open garden' charity events (often with homemade teas!) that are well worth a visit.

I went to the Chelsea Flower Show in May and the latest gardening trends are all about natural planting, native plants, wildflowers and grasses, and



gardening for wildlife, particularly to encourage bees and pollinators. The beautiful balcony and sanctuary gardens showed what can be achieved in a small space. So get out and about, and be inspired!

### A place to reflect

A big thank you to Broadland's Estate Services team, who have worked hard on all the communal gardens. This green and white community garden, with wildflowers and shrubs, is mindful and relaxing.



### Herbs



Growing your own herbs means they are always on hand when you need them. Herbs taste delicious and add a new dimension to your cooking. You can make a herb garden in a sunny spot in any container with good drainage - a window box is excellent. Try planting parsley, coriander, thyme (the lemon variety is popular, also mint and spearmint), chives and garlic chives.

## Jobs to do in the garden

### July

Take time out from weeding and tidying up. Sit down with a cup of tea and look at what all your hard work has achieved - a tomato plant on your windowsill is no mean feat! Be proud of yourself and your clever plants. They wouldn't be there without you!



### August

Continue feeding plants and make sure climbing vegetables (tomatoes, cucumbers, and squashes) are well secured to supports. Pick herbs for drying -



place between paper towels in the microwave for 30 second intervals until they are dry. Keep dried herbs in airtight containers and they should last through the winter.



### September

Start clearing the ground and digging bare patches. Harvest fruit and freeze late raspberries. Re-pot indoor plants, move some to sunnier areas, remove dead and unhealthy leaves. Re-seed indoor herbs for winter use. Order your seed catalogues.



### Top tip

It's the end-of season garden sales!! Look out for bargains - tools, seeds and plant pots.

Enjoy your summer and do send us any photos of your gardening achievements or unusual plants you have grown. If you have any questions, then please send them in and we will try to help.

Have a great gardening season.

Jane

## Easy ways to save water!

There are lots of ways we could all use a little less water around the home and garden to protect our environment.

If you're on a water meter, using water wisely can help save money too. Cutting down on the amount of hot water we use can also lower our gas and electricity bills.

Did you know? Showers, toilets, baths, and bathroom sinks use more than two-thirds (68%) of household water.

### Top tips indoors:

- Turn off the tap while brushing your teeth - a running tap wastes approximately 6 litres per minute
- Try using a washing up bowl or plug in your sink to catch excess water. This can reduce water wastage by 50%
- Only fill the kettle with the amount you need - this will save water and energy
- Leaky loos are one of the most common causes of unexpected high water use for consumers in the UK



- Got a dripping tap? This could be wasting 5,500 litres of water a year! Report it to us via Tenants Online 24/7 at [broadlandgroup.org](https://broadlandgroup.org) go to 'Tenants Online' or call our Customer Services team on 0303 303 0003.

### Top tips outdoors:

- Use a watering can in the garden instead of a sprinkler or hosepipe
- It's OK to let grass go brown during dry spells. It will bounce back as soon as it rains again
- Keep a jug next to your kitchen tap. Collect any running water while you wait for the tap to run cold/heat up. You can use this to water houseplants or in the garden
- Put saucers under plant pots, so water doesn't run away



Find out how much water your household uses on average, and see how this compares to other similar homes (based on the number of people living in your home) - visit Anglian Water's usage calculator at [anglianwater.co.uk](https://anglianwater.co.uk) go to 'Advice' - 'Save water' - 'Water usage calculator'

## Summer Wordsearch competition

Find all the words in our Summer Wordsearch and be in with a chance of winning a £25 Love2Shop voucher!

Win £25!



To enter: Take a photo of your completed entry and send to [tenantengagement@broadlandgroup.org](mailto:tenantengagement@broadlandgroup.org). To enter by post, tear off and post in an envelope with your full name to **Tenant Engagement, Broadland Housing, NCFC, Carrow Road, Norwich NR1 1HU**. Closing date Monday 5 September. One entry per person. If there is more than one correct entry, winner will be chosen at random. Broadland Housing tenants only.

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I	A	R	A	S	L	T	T	S	R	A	J	L	U
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BARBECUE  
BUTTERFLY  
FAIR  
SURFBOARD  
THUNDERSTORM  
PHOTOS  
BEACH  
STRAWBERRIES  
JELLYFISH  
SUNGLASSES  
PICNIC  
BUCKET  
WINDBREAK  
WILDFLOWERS  
ICE CREAM  
MEMORIES  
SWIMMING  
SPADE  
TAN  
BEE  
BIKINI  
JULY  
SHORTS  
CHIPS



# CREATURE COMFORTS WINNERS

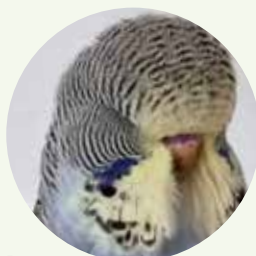
In our April issue of Door to Door, we invited you to share with us how a pet, creature or wildlife has changed your life in recent times for our prize competition.

There were 3 prizes up for grabs, and we're pleased to announce the following winners. All received vouchers for Pets at Home to buy some supplies for their pet or wildlife to enjoy!



"I keep budgies and they have been my rock in uncertain times. They give me something to focus on. When

I shut myself away with them, feeding and talking to them gives me a release from daily pressures. They are such cute and funny little things that can cheer you up." **Denise**



"Roulla, you changed my whole life when I welcomed you into my home, you saved me when I had a diabetic attack by waking me up so I could get help, when I collapsed, you were there, you are my rock, my world, my everything." **Kerry**

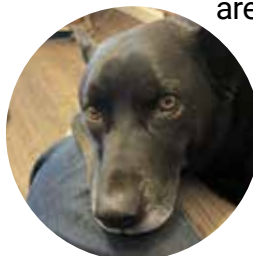


"A good dog became my lockdown companion. 11 year old Oz. The graceful loving German shepherd friend. There by my side. Walks in the open fields. Home and hound, my wellbeing lifts. He's now in doggy heaven but Oz had love to give until the end and saw me through the difficult lockdown blues. God bless him. Amen." **Helen**

We also received the following entries by email and social media:

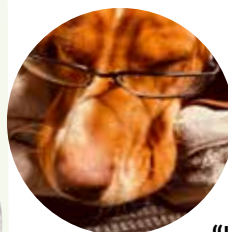
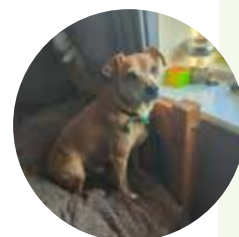


"Enzo has given me a reason to get up in the morning, and as he is particularly chatty cat we have conversations, usually about mealtimes, which apparently according to his clock, are always late." **Violet**



"My name is Milo. I'm a huskador. I love walking, playing... my adventures are awesome." **Natasha**

"We rescued Charlie 18 months ago during one of the lockdowns. He has brought a lot of happiness to our lives. You are never lonely with him here." **Catherine**



"Hetty helped through lockdown, she gave family walks a whole new meaning, and makes us laugh every single day." **Sarah**

"In January 2020, I gave a home to Jody. In June she gave birth to 2 babies. I named them Jellybean and Jackie. This was my lockdown pastime, caring for my rabbit family." **Jill**



We'd like to thank everyone for their entries\*!

\*sorry, we have had to shorten some entries due to lack of space



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