



Door to Door

Your local tenant magazine

July 2021



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Improvement Fund -
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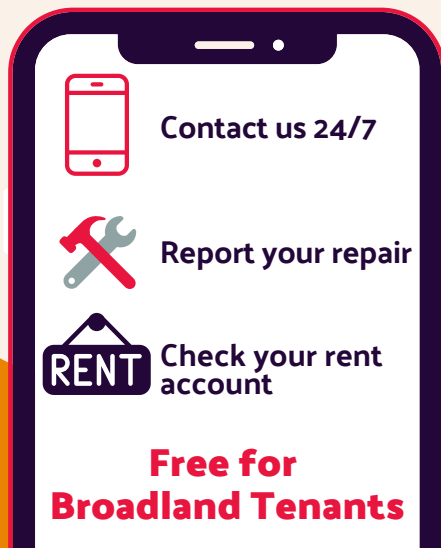
**Your IAP - free for
all Broadland
tenants! page 5**

**Have you
spotted these
beautiful blooms?
Send us your photos! page 14**

Tenants Online - register now!



Visit <https://portal.tenantsonline.org>



Update from our Customer Services team

Our priority is to keep our tenants and staff safe, and so due to the pandemic we have around 2,500 outstanding repairs. We designated a member of the Customer Services team specifically to book these repairs. We have also conducted 'team' days where we collectively worked together to reduce this backlog.

We hope to be up to date with these repairs by the end of summer 2021 (subject to further Covid-19 restrictions). We are working through the backlog of repairs, in line with current safety guidance and would like to thank you for your understanding at this time. We will be sending an email, text or letter to update any tenants who have outstanding repairs.

If you have a new non-urgent repair, you can report it via Tenants Online. For all other enquiries, please use Tenants Online or the 'contact us' form at <https://www.broadlandgroup.org/about-us/contact-us/>. To report an emergency repair, please call 0303 303 0003.

Thinking of altering your home? It could be a fire risk!

Please remember, you MUST get written permission from us before you make any alterations to your home. This even includes temporary structures in your garden, such as a shed.

This 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 as you may be breaching the terms of your tenancy agreement.

For more information or to download an alteration form, please visit www.broadlandgroup.org/tenants/making-alterations-to-your-broadland-property/

Later this year, we will have a new phone system, which will improve the service we provide. For example, if there is bad weather and lots of calls to Customer Services, we can add a short message to let tenants know how we are prioritising repairs at that current time.

There will also be the option to receive a call back from our Customer Services team, to reduce call wait times during busy periods.



Register today!



If you're not already registered to Tenants Online, you can report non-urgent repairs and enquiries online via our FREE app 24/7.

Planned works 2021-22

We survey and carry out planned works to your home based on the lifespan and condition of the various elements in it. We use the lifecycle guide below.

We aim to provide both value for money and fairness by ensuring we maintain homes to a consistent standard, and do not

carry out planned works unnecessarily. For example: if your kitchen is 20 years old and scheduled for replacement but is in a very good condition, the work will probably be rescheduled to a later date.

Certain planned works, such as roofs and boiler replacements,

are more difficult to predict on lifespan only. These elements are more likely to be replaced based on their condition. If you wonder why your neighbour's home is getting a new boiler, this is probably because their boiler is uneconomical to repair and therefore it is being replaced as a one-off.

Planned works

Planned works	Lifecycle (years)
Roof replacement	60
Windows replacement*	32
External doors replacement*	32
Kitchen refurbishment	20
Bathroom refurbishment	32
Boiler replacement	17
Central heating (radiators)*	30
Storage heater upgrades*	17
Hot water cylinder	17
External decoration*	5-7

* = planned works more likely to be completed by scheme rather than on an individual property basis

Lifecycle (years)

You can view works scheduled to be completed in 2021-22 on our website at www.broadlandgroup.org/planned-maintenance-works/.

NB: Because of Covid-19 and our priority to keep tenants and staff safe, we put our planned works schedule on hold and focused on the backlog of repairs. The 2021-22 schedule may change and is subject to any further Covid-19 restrictions and budgetary considerations.

Smart technology rollout

Switchee is a simple and intuitive heating control that allows tenants to save up to 17% on their energy bill. It is also another useful way for us to communicate with our tenants. By the end of this year, we



will have installed Switchee smart thermostats in 9% of our 5,000+ homes. When rolled out across all our homes, Broadland will become the first housing provider to have a fully connected housing stock.



Please contact tenantengagement@broadlandgroup.org if you have any queries about Switchee.

switchee

92% response rate to messages sent to tenants through the smart home tech

17% of homes that had been fitted with a Switchee device were identified as being at risk of mould, and were sent damp prevention advice

51% of tenants who had not signed up to receive Door to Door did so after responding to a Switchee survey

Gas and electrical safety tests - **your safety is our priority**

As your landlord, we have a legal requirement to carry out gas and electrical safety checks in your home. This is not only to make sure your home is safe, but to see if there are any improvement works to be carried out to your existing heating or electrics.

Whilst on site, a check of all smoke alarms and CO alarms is carried out, and any out of date or non working alarms are replaced by our operatives.

Home Condition Surveys

We are currently rescheduling our stock condition surveys, along with updating EPCs (energy performance certificates) and carrying out asbestos checks.

If your home is due a survey, we will contact you by letter two weeks before. If you will not be at home on the day or time of your appointment, please contact 0303 303 0003 asap to re-book it.

When visiting your home, our surveying team will follow the government's latest Covid-19 safety guidelines.

What is the survey for?

We need to carry out these surveys to ensure the data we hold on your home is accurate and up to date. We survey our tenants' homes every 5 years, to check the condition of the kitchen, bathroom, windows and doors etc. This helps us improve our programme of planned works (please visit www.broadlandgroup.org/planned-maintenance-works/ for more information).

Employees will be wearing appropriate PPE when they enter your home or work in communal areas.

We will send you a provisional appointment by email or text, which you can change if it's not suitable. Always make sure you are home for your appointment. If you need to re-arrange your appointment, call us on 0303 303 0003 asap.

If you miss your appointment, contact us to re-book it via Tenants Online or call us on 0303 303 0003.



What to expect

- 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
- Please note, 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!

Your wellbeing is IMPORTANT!



Get FREE help and advice 24/7 on

- health and wellbeing
- loneliness and bereavement
- alcohol and smoking
- family issues
- legal matters
- and more!

Your IAP (individual assistance programme) is completely confidential and free to all Broadland tenants!



CONTACT

24/7 helpline:
0800 917 6470

Website:
<https://healthassured.eap.co.uk/>

Codes:
Username – **Wellbeing**
Password – **WireGateRing**

Welfare Benefits Advice

Whether you're missing out on benefits or having problems with a claim, our Welfare Benefits Advisor, Matt O'Brien, can help you.

Matt can advise on most benefit questions including:

- What benefits you might be entitled to
- How to complete application forms
- How to appeal benefit decisions, including attending a Tribunal hearing

You can contact Matt on
01603 750208,
07950 414992,
or please email
matthew.obrien@broadlandgroup.org



We have VACANCIES

in our housing with care schemes across Norfolk & north Suffolk

Our housing with care schemes offer real peace of mind. Each flat is self-contained with its own front door, but there is 24-hour support available if needed. And, with plenty of social activities on offer, there's a community spirit too.

Flats available in your area. Contact us today!

For more information visit www.broadlandgroup.org or call 0303 303 0003



"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 (100), Housing with care scheme



New portraits celebrate tenants

Broadland tenants were the inspiration for three original oil paintings by local artist Devin Smith. Broadland commissioned the portraits for our meeting rooms at The Elms in Norwich, to give an insight into tenants' lives on our schemes. We invited Thomas, Tim, Violet and Linda to view their portraits at a celebration afternoon tea with Devin and our Chief Executive Michael Newey.



“ Violet said: “The painting far exceeded my expectations. I would like to thank Devin for such a fantastic piece of art.”



 To see more of Devin's work see www.facebook.com/DevinSmithArt/

Broadland's Charity Bike Ride

On Friday 25 June, 10 Broadland staff members used their Volunteering Day to raise funds for Nelson's Journey – our chosen charity for 2020 - 21. They organised a 20-mile bike ride and several of the riders had been training before the event to prepare for the distance. On the day Wayne, Estate Services Co-ordinator, kindly offered to be the recovery driver.

£858 for Nelson's Journey which will help towards the support they provide for bereaved children and young people in Norfolk.



The route started from Carrow Road and went through Stoke Holy Cross, Saxlingham Nethergate and Mulbarton, then back to Norwich via Cringleford.

The group raised a whopping

William, Procurement Officer and Peter, IT Support Assistant said:

"We've been training over the last few weeks to reach the right level of fitness for the event. We've been really lucky in receiving sponsorship from friends, family and colleagues. It's great Broadland allow all staff to have a volunteer day for things like this, so that we can support our community and Nelson's Journey, who do such a good job".

We'd like to say a big thank you to everyone who took part and for all the generous donations. Well done!





Become 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 Meeting. We always make sure there is enough time at these meetings for you to chat informally with other members too
- hear about the direction Broadland is taking as a business
- vote on key changes we are proposing
- attend 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
- involve stakeholders in our governance
- allow tenants and stakeholders to influence what goes on in our communities
- establish and maintain a support network to deliver our mission and values.



Exclusive member events 2021



The Future of Fire Safety
22 July 2021 at 6.00pm
Online via Teams

Lessons learnt from Grenfell and protecting our tenants. Speakers: Louise Archer, Executive Asset Director & Brian Walshe, Fire Safety Manager



Annual General Meeting
24 September 2021 at 10am venue TBC & online via Teams

To become a member of Broadland, please contact us on 01603 750279 or email members@broadlandgroup.org

Coming soon... new ways to have your say!

Listening to what our tenants say is really important to us, so we are excited to announce that there will soon be lots of new ways you can get involved and bring about positive changes at Broadland.

The Board recently approved our new Residential Involvement Consultation Policy. This gives tenants more opportunities to have a say about issues affecting their local area – whether it's repairs, replacement of windows, or

community issues such as anti-social behaviour or fly tipping.

We want to hear your ideas and work with you to put permanent solutions in place where we can. It is an ambitious plan that we will be working on over the next 16 months.

If you would like to be part of this exciting project, please email tenantengagement@broadlandgroup.org or call us on **01603 750113** and we will post you more information.



If you are not able to get online, we can also provide training opportunities. We look forward to working with you!

**WE'RE
LOOKING
FOR...**

MYSTERY SHOPPERS

**Register your interest today!
Call 01603 750113**

Help us improve our tenant satisfaction -
become a mystery shopper!

Your role is to check the quality of our customer services, voids standards, repairs, cleaning, Estate Services and much more!
(*in line with current Covid-19 restrictions)



You will receive a Love2shop voucher (or similar) as a thank you!





Community Inspectors

What is a Community Inspector?

[Jean from The Orchards writes:] As Community Inspectors, Penny and I check for outside lights that are not working. Penny checks this on her dusk walks around the garden. She also completes a litter pick at the same time! It must blow into the garden, as we don't litter drop. We also look for fly-tipping and trip hazards around the grounds. We check if the lawns are well cut, the hedges well-trimmed, bin areas kept clean, etc. We complete a visual check on the roofs, gutters etc. Anything down to a specific tenant we cannot deal with. We also take photographs of some of our submissions. We then submit our findings to Broadland.

Why did you volunteer to become a Community Inspector?

I feel it is important to keep our scheme under inspection. It's also good to be involved with our housing association.

Do you have any previous experience with this type of work/inspections?

No, I have never done anything like this before.

Is there training provided?

No training is needed. We live here, so we know what is happening. All we need to be able to do is submit the survey results via the internet. This can also be completed on paper, and sent in the post.

How much time do you need to give?

It only takes us a few minutes, once a quarter plus the time involved in completing the survey.

How easy are the inspections to complete (either online or via paper)?

It is easy to complete the inspection online via Survey Monkey, including the submission of photos.

What issues or concerns have been reported in your inspections?

We have reported blown lightbulbs, rubbish, undergrowth in gutters, trip hazards, trees overhanging rotary driers and broken driers, a dangerous area at the top of the steps, a roof problem.

Have the issues raised been resolved from each inspection?

Yes, we are seeing things being rectified from our latest inspection. But last year during Covid-19 many of our reports got caught up in the backlog of repairs.

Overall, what is your experience of the service we have provided when you raised an issue?

Mostly our submissions get rectified quite quickly. But our problem with the trees and rotary driers has been ongoing since our first inspection. We have recently had a meeting with Estate Services, and this is now being addressed.

What do you get out of being a Community Inspector?

The satisfaction that we are helping to look after our scheme. Hopefully, this is appreciated by the other residents.

What would you say to anyone looking to volunteer as a community inspector?

Give it a try, it is not difficult! You also have the satisfaction of hopefully keeping your scheme clean and safe.

Interested in volunteering where you live?

Contact tenantengagement@broadlandgroup.org
or call 01603 750113



Join our Housing for Older Persons panel

**Become part of our new 'HOP' panel
Your views matter!**

Are you interested in...

- making your voice heard?
- influencing change at your scheme?
- improving our services?
- finding new friends?

It's time to make a difference



JOIN THE HOP!

WHO CAN JOIN?

Any Broadland Housing tenant living at our Sheltered, Housing with Care or Over 55s schemes are welcome to join.

WHERE & WHEN?

Quarterly meetings starting in the late Autumn 2021. (TBC in line with current Covid-19 restrictions)

WHAT'S INVOLVED?

You'll be part of a group to discuss and bring forward your ideas and issues about your scheme and services.

HOW DO I JOIN?

To register your interest, please call or email us on the details below by 31 August 2021.



tenantengagement@broadlandgroup.org

01603 750113

www.broadlandgroup.org

Thanks, Good Neighbours!

We'd like to say a big thank you to all of our tenants for helping those around you, especially through the challenges of the recent months!

We held a virtual Good Neighbour event in April, and invited all our tenants and their neighbours who received nominations from the most recent Pulse Survey.

Here are just a couple of the nominations:

— “ —
Mrs St.Clair, for helping her neighbour, who is on her own after recent knee surgery.

She also helped her neighbour throughout the lockdown with getting online food deliveries and collecting medication from the pharmacy.
Nominated by Ms Mack



Mrs St.Clair pictured left and Ms Mack pictured right.

— “ —
Mrs Riley, and her daughter and son-in-law Mr and Mrs Dyball, for always being willing to help in any way they can and for helping with shopping and DIY during the lockdown.
Nominated by Mrs Peart



Mrs Dyball and Mrs Riley pictured left. Mrs Peart pictured right.

Congratulations to all our tenants and their neighbours who received a Good Neighbour Award!

If you would like to nominate someone you know for a Good Neighbour Award, please visit <https://www.broadlandgroup.org/good-neighbour-award/> or call **01603 750113**.





2021 Community Improvement Fund



There's still time to apply to this year's Community Improvement Fund - open to all Broadland Housing tenants.

If you have a great idea or project that could benefit your neighbourhood, we'd love to hear from you! The Community Improvement Fund is designed to help tenants set up their own community project. It offers grants of up to £3,000 for projects that will make a positive difference to you and your neighbours, and your community.

The project must fall into one of the following categories:

- Health and wellbeing
- Community
- Environmental improvements

For more information or to apply, visit

<https://www.broadlandgroup.org/community-improvement-fund/>.

If you would like an application form posted to you, please call us on 01603 750113 or email tenantengagement@broadlandgroup.org.

Closes 31 July 2021.

Apply now!



See right and above for some of last year's projects that were awarded funding...



Communal outdoor seating



Communal outdoor furniture



Communal garden improvements



Communal allotment project



Community project complete!

Working with our Estate Services team, we have now completed all our 2020 Community Improvement Fund projects.

Tenants at one of our schemes in Norwich put forward an application last year to improve their communal gardens. Mr Temple, who applied for the funding, wanted to pass on his thanks to the Estate Services team for their help and hard work on the project. He said he has since planted quite a few geraniums and an azalea next to the entrance, and said the gardens are looking lovely.



'YOU SAID, WE DID' – WHAT A DIFFERENCE!

One of our schemes had regular complaints from tenants about high levels of illegal dumping (fly tipping) next to their communal bin areas. Bethany Newton, Local Delivery Team Leader, applied for funding, and using tenants' feedback, we have made a few small improvements on the scheme.

BEFORE



Bethany said: *“Following tenants' feedback, we put a fence around a tree in the communal garden to prevent items of fly tipping being dumped here. We then moved the bins into a separate unit and made a small garden area in the space that was left. We were concerned that leaving this area as concrete would lead to more items being dumped. We are hopeful that now the area is planted it will prevent this happening. I personally have dealt with complaints of fly tipping at the scheme for many years, so I really hope this will prove to be a success.”*

Mr and Mrs Norwell said: *“We just wanted to say thank you to you and anyone else who was involved in changing what was a mess and eyesore, where our bins were, into a lovely garden area. Fly tipping has completely stopped and we have something nice to look at when we look out of our window.”*

AFTER



Another change was to lay paving slabs outside some of the homes. Previously, there had been gravel which caused an issue with cat mess. Bethany visited the scheme recently and noticed tenants have started putting plant pots on the slabs, making the scheme look really attractive!

AFTER



There are other scheme improvements planned, and we hope to hear from tenants about what changes they would like to see in their community.

If you have any ideas for how you could improve certain areas of your scheme for you and your neighbours, contact:



tenantengagement@broadlandgroup.org



01603 750113



Illegal dumping ('fly tipping')

Between January and March 2021 Broadland attended 45 incidences of illegal dumping at our schemes - that is almost 4 per week.

This cost just short of £12,000 in disposal charges alone, before taking into account the labour or fuel costs. That is the equivalent of 4 kitchen or 5 bathroom replacements!

To try and reduce illegal dumping and the associated

costs, Broadland staff have an 'illegal dumping' toolkit. We may look through items for any clues about who left it there, as well as checking CCTV (if available). You could be charged up to £800 if you are caught! Did you know that for a small fee, your local council will take away any bulky waste items you may have?

If you see someone dumping unwanted household rubbish near your home, please report it to us immediately.

A big thank you to our General Operatives who have continued to keep our schemes and your homes looking good, despite the challenges of Covid-19.

45 incidences of fly tipping Jan - Mar 2021

That's nearly £12,000 in disposal charges

Equivalent to 4 kitchen or 5 bathroom replacements



WILDFLOWER MEADOWS

Thank you to all of our Estate Services team who have been working hard on seeding and looking after new wildflower meadows.

Not only are wildflowers gorgeous for us to enjoy, but they play a vital role by supporting pollinators such as bees and butterflies with food and somewhere to breed. These insects then repay the favour by pollinating our favourite native species of fruit, such as strawberries and apples. It's a win-win!

If you have any photos you would like to share, please email them to tenantengagement@broadlandgroup.org

SEE IT, REPORT IT



Here are some photos taken by our Estate Services team...



In the Garden Shed *with Jane*

Greetings to all our gardeners and readers!

I hope that your spring planting survived during the very unusual weather. It was the coldest April on record for 61 years! And May was wet, wet, wet. I'm hoping for a sunny and warm summer...fingers crossed.

Veg on a trellis!

This is a great, easy way to grow veggies in a small space - especially tomatoes, cucumbers and squashes.

- Buy or make a strong trellis and secure it firmly to a wall or in the ground.
- Plant the veg plants next to the trellis in well fertilised soil/grow bag. Use ties or clips to train the plants up the trellis.
- Follow the care instructions for each plant. Feed and water regularly.

You can use this method inside or outside. The most important thing is to secure the trellis well and support the fruits (they will be quite heavy when ripe). Try orange/lemon string bags from supermarkets - or old tights!

Jobs for the garden

July

In dry weather water plants daily, especially containers and raised beds. Mulch thirsty plants, squashes, peas and beans. Look under leaves for caterpillar eggs. Not all insects are harmful - most are good additions to the garden. Control pests such as black fly on broad beans - just remove the tops and let the ladybirds do the rest!



August

This is high harvest time. Construct cages for nets over soft fruit bushes and peas (favourite food of our feathered friends). Continue to weed and hoe. Harvest garlic planted in the autumn and dry in the sun. It should keep for months.

September

Earth up leeks and celery. Top tip: always weed the space as you dig up your crops. If it's a large space, place a cover of manure and/or black weed fabric on top and leave until next year and it is an easy dig in the early spring. Continue to harvest.



Top tips for cut flowers

Lilac, roses, honeysuckle

Split the hard stems and peel back the bark. Trim the stems daily and change water frequently.

Dahlias

Strip and place the stems in hot water. Leave for 30 minutes. Remove, place somewhere dark for several hours, then put in clean water in a vase.

Freesias

Stand in 500 ml of water with a few drops of any alcohol (gin, for example) for 3 hours. Remove and arrange in a vase with fresh water.

Poppies

Pick before they open, preferably in the evening. Singe the bottom of the stems with a lighter or a match, and stand in clean water.

Roses

Stand stems in boiling water for 3 minutes, then into cold water with a pinch of salt.

Sweet peas

Pick first thing in the morning with the dew still on them. This will retain their colour for longer!



I hope these ideas have been helpful. Do send us your photos! Wishing you a great summer, *Jane*

Door to Door - listen now!



Introducing Door to Door audio!

Now you can listen to the audio version of your Door to Door tenant magazine online via our website, or on CD.

If you would like a CD of the latest issue sent to you or an email link to listen online, please email us or call 01603 750113.



Introducing July Door to Door

Your local tenant magazine



LISTEN NOW!

WIN WIN WIN



WIN a compost bin for your garden!

To be in with a chance of winning a 220L compost bin, please answer the following...

Question: How long does it usually take for the contents of a compost bin to become ready for use?

Answer:

A 6-9 months

B 12-16 months

C 9-12 months

D 3-6 months

To enter: please visit our Facebook page @**broadland**. You can also enter via email at tenantengagement@broadlandgroup.org or call 01603 750113. Competition closes 31 July 2021. Open to Broadland Housing tenants only.

Save water this summer!

- Use a watering can in the garden - a sprinkler or hose gushes up to 16 litres of water a minute!
- Sponge your car with a bucket of water (and reuse water on the garden afterwards)
- Water plants in the morning or evening, when it's cooler and less water will evaporate
- Direct water at the plant roots - it will only evaporate from the leaves and go to waste
- Plant flowers that need less water - such as lavender, palms, mimosa and verbena



Life in Lockdown...

In our April Door to Door, we invited tenants to share their story of 'life in lockdown' and what they have learnt about themselves and their community. Thank you to one of our tenants in Dereham for this fantastic story!

We are listening, get in touch



broadlandgroup.org