



Door to Door

Your local tenant magazine

October 2021

Good to see you!

After lockdown, we've enjoyed meeting tenants across the region this summer - read the stories inside



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Broadland's Best Companies success!

We are delighted to have received 2-star 'Outstanding' accreditation by Best Companies for our employee engagement.

As an organisation to work for, Broadland Housing came:

- 7th in the top 25 Best Housing Associations
- 37th in the top 75 Best Companies in the East of England
- 90th in the UK's top 100 Best Large Companies

This is Broadland's first time in the large companies category. We are one of only 8 housing associations to make this national list.

Michael Newey, Chief Executive, said: "This is fantastic news. We are now a 2-star organisation, which is our highest ever Best Companies accreditation.

"I'm really pleased that this is how our staff have assessed us. The Best Companies survey is 100% confidential, which means the leadership group and our Board members can believe that this result is accurate. Looking ahead, the top of the scale is 3 stars ('World Class'), so there is always room for us to improve."

To achieve the 2021 accreditation, Broadland invited all staff to complete the Best Companies confidential b-Heard Survey. Employees scored a series of statements about their wellbeing, pay and benefits, personal growth, their team, the leadership and much more.



How to contact us

Broadland tenants can contact us direct on **Tenants Online** via our website or at <https://www.broadlandgroup.org/contact-us/>

Telephone

You can call us on 0303 303 0003. Our phone lines are open from 8am to 5pm, Monday to Friday. In the evening, at weekends and on bank holidays, your call will automatically go through to our out-of-hours service. All calls are recorded for training and monitoring purposes.

Area offices

Our offices are CLOSED to drop-in visits by tenants until further notice because of the Coronavirus outbreak.

For out-of-hours emergencies, please call 0303 303 0003.

Tenants Online - register now!

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



or scan here!



Tackling ASB - together

Anti-social behaviour (ASB) can have a distressing and far-reaching impact on tenants, as well as the communities they live in.

In the January issue we reported on our ASB workshop, when a property litigation expert from Birketts explained some of the complicated issues around ASB, with eviction as a last resort.

Since then we have rewritten our ASB policy. It includes important feedback from tenants on their experience of our processes. We will be launching the new policy soon.

Meanwhile, we are working with a range of partners to tackle ASB, including the police, local councils, private witnesses, and you - our tenants.

What you can do

Evidence of ASB is vital to support a case! The more evidence we have, the better, so we can take the appropriate action as soon as possible.

- **Complete an ASB log** with as many details as you can - forms available on our website or on request
- **Download the free Noise App** to your smartphone to make audio recordings of the noise (up to 30 seconds) and add details about the disturbance. The app will then send the report direct to us.



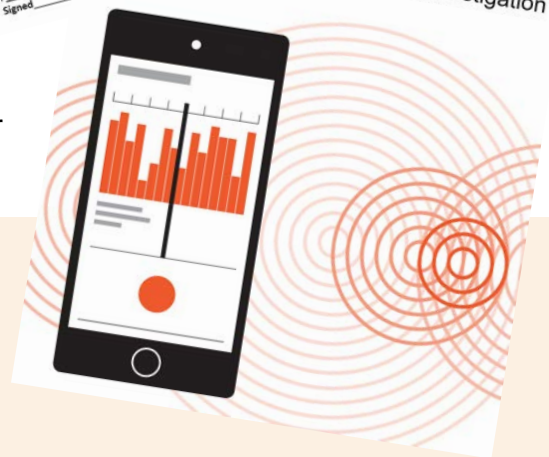
BROADLAND HOUSING
ANTI SOCIAL BEHAVIOUR INCIDENT DIARY
Improving life opportunities for the people of Norfolk and North Suffolk through housing and support provision.

Date and Time it Started and Finished	Description of Incident Describe what is happening List the names and address of any perpetrator (if known) Describe any perpetrator (if possible) Name any other witnesses??	Impact of Incident How did this disturb you?	Have you reported the incident to... (Circle as appropriate)
			Police Environmental Health Council Wardens
			Police Environmental Health Council Wardens
			Police Environmental Health Council Wardens
			Police Environmental Health Council Wardens
			Police Environmental Health Council Wardens

Date to be returned: _____
Signed: _____

Information upon Return: *All in this diary are a true account of the nuisance being caused.

The Noise App
Simplify Noise Reporting and Investigation



If you would like to be more involved in tackling community issues in your local area, contact tenantengagement@broadlandgroup.org or call 01603 750113 to join your local tenant panel.



Your Neighbourhood Officer is here to help!

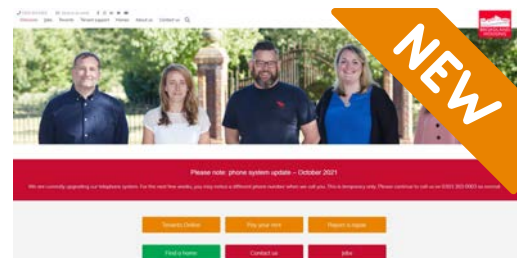
In response to tenant feedback, we have introduced local delivery teams to support tenants better in your neighbourhood. We hope this new approach will identify and resolve issues more quickly.

If you have any concerns regarding your Broadland tenancy, community, or would like to speak with your Neighbourhood Officer, directly please follow these easy steps...

- 1** Go to <https://www.broadlandgroup.org/local-delivery-teams/>
- 2** Enter your full postcode
- 3** Find contact details of your Neighbourhood Officer and local delivery team

Check out our NEW LOOK website!

If you have any feedback on our new site, let us know!





Complaints update

In our January issue, we shared details of the new Complaint Handling Code introduced by the Housing Ombudsman, and explained how this would affect the way we deal with tenants' complaints.

The code provides Broadland with guidelines on how to respond to complaints. The focus is on ensuring we learn from our mistakes and take action to avoid them happening again.

Some of the lessons we have taken away from recent complaints have been dealt with fairly quickly, such as gaps in staff training or updates needed to our processes. Other lessons learned will take longer to resolve, and in some cases require a change in culture across Broadland.



Everyone at Broadland is committed to improve the experience of our tenants when something goes wrong and making sure we act on the lessons we are learning. For more information, please visit the complaints section of our website www.broadlandgroup.org/making-a-complaint-2/

Meet the Housing Ombudsman

The Housing Ombudsman is a service that looks at complaints about registered housing providers, including housing associations and local authorities. It is available to anyone who has an issue or dispute that they wish to raise about their provider. The Housing Ombudsman works with residents and providers to resolve complaints. The service is free, independent and impartial.

Tenants are invited to attend an online **'Meet the Ombudsman' event on Wednesday 24 November, 11am - 12 noon**. This is an opportunity to find out more about the Ombudsman service and how it could help you.

The event will be hosted on Microsoft Teams by CHP, an Essex-based housing association. It is open to all tenants of registered housing providers across the eastern region. You can submit questions in advance or on the day.

Some of the things you may want to ask include:

Housing
Ombudsman Service

- **What type of complaints can the Housing Ombudsman look at?**
- **When can I contact the Ombudsman about an issue with my provider?**
- **What happens when the Ombudsman investigates a complaint?**

(Please note: the Ombudsman will not be able to respond to specific cases on the day)

To register for the event please email mb-events@chp.org.uk with your name and housing provider. You will then receive a link to join the event on 24 November.

For more information on the Housing Ombudsman, visit www.housing-ombudsman.org.uk



Changes to Universal Credit

The Government has decided to end the temporary increase to Universal Credit. The additional £86.67 per month was introduced in August 2020 in response to the Covid-19 pandemic. All claimants will have received a message on their journal about the date of their final payment with this extra amount.



We are here to help!

Our Tenancy Support Service offers free advice and support for any Broadland tenant:

Contact us in confidence:

Managing money

Tenancy Support Team 0303 303 0003

www.broadlandgroup.org/apply-for-tenancy-support/

Claiming welfare benefits

Matt O'Brien 01603 750208

matthew.obrien@broadlandgroup.org

Employment and training, with 1-to-1 support

Kate Sadler 01603 750128

kate.sadler@broadlandgroup.org

Free, independent money advice

All Broadland tenants also have FREE 24/7 access to the Tenant Assistance Programme, operated by Health Assured. Get expert money advice 24/7:



0800 917 6470



<https://healthassuredeap.com>

Login codes: Username Wellbeing Password WireGateRing



Also available via mobile app

My Healthy Advantage

Code: MHA151889

Worried about your winter fuel bill?

With gas and electricity prices rising, some energy 'switching sites' have paused their services. This makes it difficult to compare fuel prices or switch supplier. So it is worth checking directly with your current supplier to ensure you are on the best deal. Our Tenancy Support Team can help - call 0303 303 0003 or visit www.broadlandgroup.org/tenant-support/energy-saving/

CUT COSTS!

Lower your bill with simple energy-saving tips

See pages 8 & 16 and also www.broadlandgroup.org/tenant-support/energy-saving/



GET HELP WITH YOUR ENERGY COSTS



Winter Fuel Payment

If you were born on or before 26 September 1955 you could get £100-£300 to help you pay your heating bills. (You will automatically receive the payment if you have previously applied) www.gov.uk/winter-fuel-payment

Warm Home Discount Scheme

If you're on a low income you could get £140 off your electricity bill for winter 2021-2022. Contact your supplier for details or visit www.gov.uk/the-warm-home-discount-scheme.

Cold Weather Payment

If you are on certain benefits you can get £25 for each 7-day period of very cold weather between 1 November and 31 March. www.gov.uk/cold-weather-payment

Tackling homelessness in King's Lynn

Our new 'move-on' accommodation at Alexandra House in King's Lynn opened in September.

We have completely renovated the original building to provide seven 1-bedroom affordable rent flats. Each flat is furnished and self-contained.

Our tenants at Alexandra House are supported to build the skills and confidence they need to manage their own home, and enable them move on to independent accommodation within 2 years.

This year, together with the Borough Council of King's Lynn and West Norfolk, we successfully bid for government funding to convert Alexandra House and provide a further 16 homes in King's Lynn for people experiencing homelessness.



"All the tenants are really pleased to have their own flat. They're now building a community here, helping each other. Some are already working with our Employment & Training Coach, Kate, to learn new skills and improve their job opportunities for the future"

*Sarah Nicholl,
Tenancy Support Team*

Gambling and addiction support



Recently, Steve Girling from ReFrame talked to Broadland staff about how they support people affected by a gambling disorder. Steve says:

"Gambling can be an invisible addiction, but you don't have to tackle it alone. We are here for you!"

Steve and his wife Rashael are using their own personal experience of gambling-related harm to support others who find themselves in a similar situation.

ReFrame's 6-week Life After Gambling programme provides free 1-to-1 after-care coaching to anyone recovering from a gambling disorder, or friends or family members who have been affected by a loved one's gambling.



For more information about ReFrame, visit <https://www.reframe-coaching.com> or mail@reframe-coaching.com



DID YOU KNOW? Our Tenancy Support team can help tenants affected by any form of addiction. <https://www.broadlandgroup.org/apply-for-tenancy-support/>

Broadland Housing Association Homes, community & support since 1963

Housing with care and sheltered housing schemes across Norfolk & north Suffolk

Our housing with care and sheltered housing 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.



"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), Lloyd Court housing with care scheme, Holt

Flats available in your area.

Contact us today!

www.broadlandgroup.org

0303 303 0003



Important - gas safety!

To keep you, your family and friends safe in your home, it is important to have an annual gas safety check.

Our checks are carried out by Broadland Housing gas-safe registered engineers.

Always make sure you're at home for your appointment. We will send you a text or email with your appointment details. To re-book your appointment, call us on **0303 303 0003** as soon as possible.



Tenant alterations & improvements



Thinking about carrying out some work in your home or garden?

Remember, you **must** gain written permission from us **before** you carry out any works.

You can now apply for this online using the '**Making alterations**' form on our website (in 'Tenants' section). This form tells you what information you need to give us about your planned alterations or home improvements.

If you have completed works without our permission, this breaches your tenancy agreement. Please email **TenantAlterationRequests@Broadlandgroup.org** with details of the alterations, including photos if possible. We will need to review the works and reach an agreement with you about the next steps.

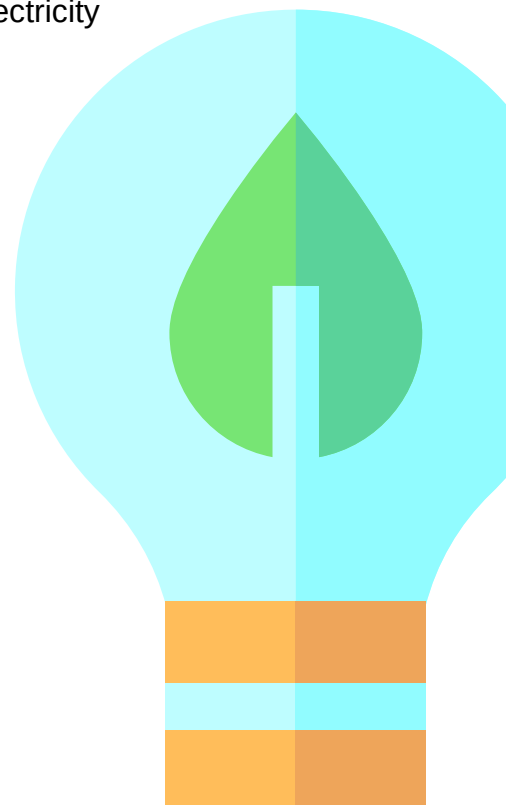
Switch bulbs, save money!

Changing your standard light bulbs to energy savers could slash your electricity bills over a year. Low-energy bulbs are also kinder to the planet.

Check the running costs of a conventional bulb compared to an energy saving one in the table below. If you multiply the savings by the number of lights in your home, you can see how it adds up. And you don't have the chore of changing bulbs so often!

Bulb Type	Power	Cost /day*	Cost /Year	Saving
Standard	40W	3.34p	£12.18	
Energy Saving	8W	0.67p	£2.44	80.0%
Standard	60W	5.01p	£18.27	
Energy Saving	11W	0.92p	£3.35	81.7%
Standard	75W	6.26p	£22.84	
Energy Saving	15W	1.25p	£4.57	80.0%
Standard	100W	8.34p	£30.45	
Energy Saving	18W	1.50p	£5.48	82.0%

*based on 4.5 hrs a day at the Average rate of 18.54p/kWh (December 2019 tariff) for a unit of electricity.



To find out savings based on your actual tariff, visit <http://www.sust-it.net/lighting-energy-calculator.php>



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 TODAY !

- ★ New panel open to all tenants living at our Sheltered, Housing with Care or Over 55s schemes
- ★ Quarterly meetings starting in autumn 2021 (TBC in line with current Covid-19 restrictions).
- ★ Look out for your invitation - coming soon!

tenantengagement@broadlandgroup.org
01603 750113
www.broadlandgroup.org




We are Out & About!



In September we held two Out & About events at schemes in King's Lynn and Norwich. These visits had been delayed due to the pandemic. On the day, tenants were invited to come along and talk about:

- Homes & Repairs
- Welfare & Benefits
- Fire safety advice
- Getting involved
- Employment & Training
- Tenant Support services
- Tenant Assistance Programme

A rubbish amnesty was also held (for 1 day only). Tenants could drop off any unwanted household items



and get them recycled for free.

We received lots of valuable feedback from tenants and hope to run similar events very soon - look out for your invite in the post!



2021 Community Improvement Fund Awards



Thank you for all the applications we have received. Four members of our Tenant Action Group made up the 2021 judging panel. After much careful consideration, they awarded funds for the following improvements:

- communal **garden seating** at York Place and St Katherine's Court
- communal **water butts** at Elizabeth Fry Road and The Orchards
- communal **outdoor benches** at Oulton Court
- communal **sheds** at Carrow Close
- communal **outdoor seating and bird feeder** at The Cedars

The **Community Improvement Fund** opens for new applications from April 2022 - if you would like more information on how to apply, please call 01603 750113 or email tenantengagement@broadlandgroup.org.

Want to help shape our services?



Join us on Zoom!

- Tuesday 12 October - 6.30pm
- Tuesday 16 November - 6.30pm

Share your experiences with us! We want to listen to your experience as a Broadland tenant, so we can provide the services you really need.

To book, call **01603 750171** or email tenantengagement@broadlandgroup.org



THE ORCHARDS

Historical talk and Afternoon tea!

Tenants at The Orchards in Aylsham discovered the fascinating history of their home recently at a talk by the Aylsham Town Archive.

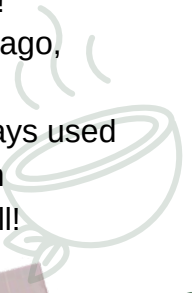
Dr Roger Polhill and Maggie Vaughan-Lewis (below) trawled local archives at the town hall and Aylsham Heritage Centre for the story of The Orchards. Tenants discovered that the mock Tudor building was built in 1848 by William Repton, principal solicitor in the town, and son of the famous landscape designer Humphry Repton.

There was a special cream tea afterwards. Tenant Paul said:

"What a fantastic insight, I will look on it with a new eye now! The Orchards has got all sorts of nooks and crannies. It has soul as well as history. I keep waiting for some Victorian ghost to come wafting up!"

Mary, who moved to The Orchards a year ago, added:

"I've lived in Aylsham for 8 years, and always used to walk past The Orchards. It's like living in Blickling Hall, with its baronial entrance hall! It's everything I dreamed of and more."



"How is your new home?" Design feedback event at Edgefield

We recently invited residents at our Edgefield development to meet the architects and designers who created their new homes. It was a chance for the community to give valuable insights and feedback to help us improve future new developments.

During the evening, residents enjoyed pizza on the open green space next to the Edgefield scheme.



Broadland's Executive Development Director Andrew Savage said:

"We weren't able to hold a traditional launch event for this site due to the Covid pandemic. So a few months on, we decided instead to take advantage of the fact that people have been living in their new homes for a while to gain some feedback about how the on-paper designs have translated into their real-life experience.

"It was a hugely useful exercise, as well as bringing the new community together socially. This kind of mixed-tenure scheme is increasingly how we are able to deliver affordable homes, especially in rural locations such as north Norfolk."

Thanks, Good Neighbours!

Congratulations to all our tenants who have received a Good Neighbour Award! Here is one of our most recent nominations...

"LAURA & LUKE for being fantastic neighbours as well as community leaders. They have supported our community through some really tough times and always go the extra mile"
Nominated by their neighbour, Gloria.



Pictured: Gloria (left), Laura (right) and Michael Newey, Chief Executive (back)



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**.

"What a fantastic achievement! Congratulations to all the caring and compassionate NorseCare staff who have supported our tenants, creating happy and comfortable environments during the challenges of lockdown"
Stephani Davis, Head of Housing

Local care heroes

Three of our Housing with Care schemes won 'Local Care Hero' awards at the 2021 Norfolk Care Awards. Run in partnership with NorseCare, all the schemes were recognised for good practice in social care, and going the extra mile.



Liliana Simionescu, Harriet Court – Local Care Hero for Norwich

Team Leader Liliana quickly recognised the increased emotional needs of tenants during the pandemic. She and the team became a part of each tenant's extended family, offering reassurance and support, while also ensuring they remained connected to their loved ones as much as possible.

The Lawns – Local Care Hero for Great Yarmouth & Waveney

Staff at The Lawns continued to provide personalised care tailored to tenants' unique needs throughout the pandemic, ensuring they were able to continue to safely enjoy a wide range of activities, which they love to take part in.



Karen Claydon, Robert Kett Court – Local Care Hero for South Norfolk

Wellbeing Lead Karen spent much of her own time over the past year planning events and activities for tenants. These included a 'beach day', bringing all the fun of the seaside to Robert Kett Court, complete with sand, paddling pools and candy floss!

“Ness Point Lighthouse” - new mural at Oulton Court

Q1. Mr Holian, how long have you been an artist?

I seriously started painting when I was 17, but I remember as a child painting in colouring books.

Q2. How did you get into painting?

Truth is, I messed around with drawing in my early teens, and then had an accident which affected my right hand. I thought I would never be able to draw again. It took 4 years to get better.



Mr Holian with his mural of Ness Point Lighthouse at Oulton Court

Q3. What made you decide on the lighthouse to be the focus of your mural at Oulton Court?

This was a group decision, and many tenants were involved at the scheme. We all voted on a selection of local pictures from the internet. I wanted to do a sunset and beach scene, but the lighthouse was most popular.

Q4. How long did the mural take you to paint?

When I started to chalk out the wall into squares, some of us were playing noughts and crosses to

begin with! But when I got started, it took over a year, because of the lockdown and there was no access to the communal lounge, which made it more difficult.

Q5. Is there a particular technique for mural painting?

I wouldn't know. This is the only mural I've ever painted!

Q6. Where there any challenges when painting the mural?

As you can see, one was the radiator on the wall. I had to work around this. The photo of the lighthouse was small, so I had to add to it for the size of the wall.

There were no real difficulties, but I was working with a brush on a brick wall, which has a lot of texture.

Q7. Do you have any plans for another mural or project?

No murals at the moment. This one was quite hard work. I'm a serious painter, but I'm not so keen on modern art. You'd be surprised what people wanted to add to the mural - horses, cars etc!

Q8. What feedback have you received from tenants on your scheme about the mural?

Well, I think everyone is happy with the mural. A few people have said: "We'd like another one!"



Mr Lilley (left), Mr Holian (centre) and Mr Joul (right) at a recent coffee morning at Oulton Court

Mr Chapman, Chairperson of Residents Association, said: "I was the instigator behind the mural. Patrick has done a good job in a difficult situation, as he had to stop and start. The lighthouse is one of the oldest parts of Lowestoft that is left, from about 1830. It's always been a postcard picture and what I remember as a child."

Dawn Lambert, Scheme Manager said: "Patrick has done a fantastic job and deserves recognition. It has been difficult as the lounge was closed. Mr Chapman also worked hard to get permission for the mural to be painted. It was their efforts that have produced the work. The mural brightens up the lounge and is admired by both tenants and visitors."



Mr Holian (left) with Mr Chapman (right), Chairperson of the Residents Association.

Family fun at Bodham!

In August we held a family fun day with crafts, posh chips and street dance for our tenants in Bodham and nearby villages. Tenants also had the chance to meet members of their Local Delivery Team and discuss issues about their home or our services.

More than 50 people came along to the event, which included family craft activities by ArtAtWork and lunch from The Bucket List.

Nick, Local Delivery Manager, said:

"I enjoyed the day and it was great to meet some of our tenants and their families to hear their experience and feed back on our services. Talking with the tenants really highlighted ways we can improve. Thank you to everyone who came along to the event and took part in the activities."



Creative skills

Our tenant Mr Clarke, who lives in King's Lynn, talks about his creative passions...

First, when I was about 18, I did lots of painting - mainly oil paintings on stones and then marble I taught myself to paint. My family was very creative, and mum used to make rugs.

I enjoyed painting country and seaside scenes the most (pictured). I sold 1 or 2 but it was mainly a hobby then.



Me and my brother started practising bush craft in our early 20s and that's how I got into wood carving. I started making wooden spoons and spatulas. I then moved on to making wooden figures such as roosters, giraffes, and 'green men'. The ideal wood for these figures is sycamore.

I like to use silver birch or hazel for the wood carvings too. There is a short supply of wood now, but I usually find the wood in the hedgerow.

I've recently made a new handle for my shovel and some mouse door-stops too. There's lots you can make. The bigger wooden figure (pictured) took about 2-3 hours. I have Essential Tremor (a neurological disease), which makes it more difficult to do.



In the past 2 months I've started embroidery, self-taught again by watching YouTube videos. After my mum passed, I found some embroidery patterns from the 1950s and thought I'd give it a go!



GARDEN OF MEMORIES

Tenants at Harriet Court, our housing with care scheme in Norwich, now have a dedicated place in the gardens where tenants and staff can sit and remember friends and neighbours that they have lost.

Sue, NorseCare Manager at the scheme, said: "It has been a difficult time for us all. The new seating area is a lovely place to sit and reflect. We would like to thank David, Estate Services operative, for his support and help in making this possible for us."



Harriet Court, Norwich

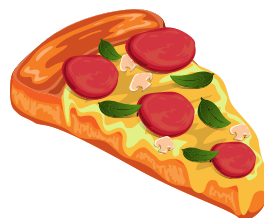


Join us!

We are looking forward to meeting more tenants as we continue with our out and about events:



Gorleston
Wednesday 27 October
 Exclusive cinema event!
 Open to all tenants in the Great Yarmouth and Lowestoft areas.



Dereham
Thursday 28 October
 Family fun day and pizza.
 Open to tenants living in Dereham and around.

Look out for your invitation in the post!
 We will be visiting more areas in the new year.
 Details to follow in Door to Door.

Garden Open Day raises £151

Our tenant Ms Haher recently opened her garden in Norwich to the public to raise money for St Martins Housing Trust. Friends and neighbours also sold scones, teas, coffees and greeting cards. Together they collected a total of £151 at the event.

Ms Haher said: "It took 5 years to build and design the garden, all from recycled materials. The event was a great success and everyone enjoyed seeing the chipmunks and koi fish. Thank you to all who supported this very special charity."



 **St Martins**
 more than a home
 for the homeless

We hope these prizewinning gardens inspire you - we look forward to receiving your entries for next year's competition!

2021 gardening competition – results!

Thank you and well done to everyone who entered our 2021 Virtual Gardening Competition. This year, due to the Government guidance for Covid-19, the panel were unable to visit the gardens in person and judged the entries from photos sent in by our tenants.

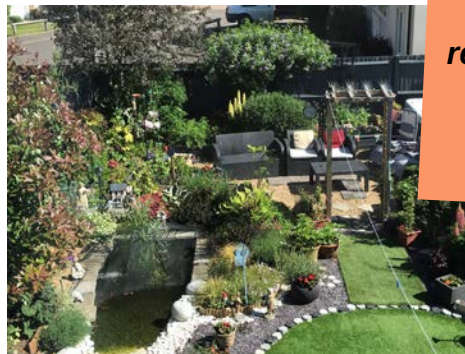
The competition judges included our Environmental Champions and Jane, our tenant gardening guru. After some difficult decisions, they finally picked the winners and runners-up – see below.

Jane, one of the competition judges said: *“It has been a difficult year for gardeners. The weather was cold and wet, with rain most of June and July was not much better. This makes the gardeners’ efforts and all their hard work even more remarkable!”*

“This year’s entries are fabulous – colourful and well maintained. We had lots of entries from our tenants with balconies, courtyards and patios too. Well done to everyone who entered the competition.”

All the competition entrants received a certificate along with a Love2shop voucher for their efforts.

Best Garden



Winner - Ms Carver

Best Small Garden



Winner - Mrs Cook



Runner-up - Mrs Prohorova



Best Balcony



Winner - Ms Saunders

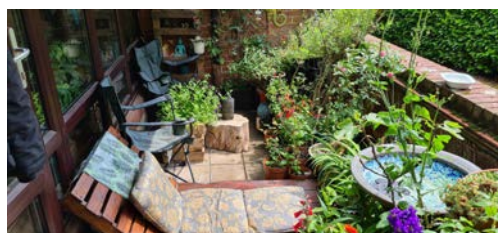


Runner-up - Mr & Mrs Peddle

Best Garden & overall winner

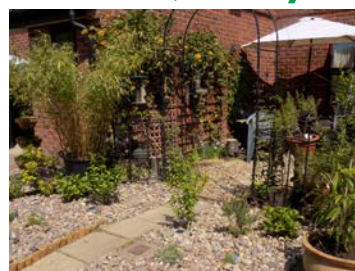


Winner - Miss Rowe



Runner-up - Miss Lee

Best Patio, Courtyard



Winner - Mr Bayford

Best Edible Garden



Winner - Mr Griffiths



In the Garden Shed *with Jane*

Greetings to all our gardeners and everyone who is interested in gardening.

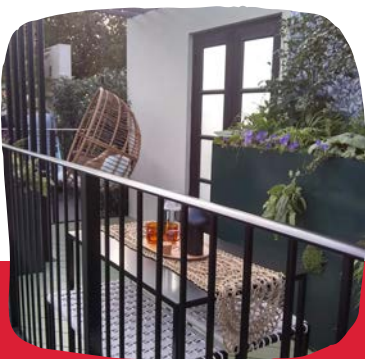
First, a quick mention about the weather, which has resulted in a rather difficult growing year. Outdoor tomatoes in particular were affected by the damp and cold conditions. I hope Mother Nature is kinder to us next year! In the meantime, let's think about planting spring bulbs and the glorious colourful displays we can plan now.

2021 Chelsea Flower Show

I was lucky enough to go to the RHS Chelsea Flower Show – held in September for the first time in its history. I thought all the show gardens were stunning and thoroughly enjoyed the great pavilion, especially the floristry installations. There were two gardens which I thought were exceptional: the sanctuary garden (based on Psalm 23) and the M&G 'pocket park' garden.

The important messages I picked up were on sustainability, rewilding, gardening for wildlife and wildflower sowing for the pollinators, especially bees.

The balcony gardens showed what can be done in a small space - very important, as many of us don't have gardens. The houseplant studio was interesting, with lots of advice for growers - again focusing on smaller living spaces.



Veg planting

Autumn is an excellent time to plant garlic, shallots and onions. I tend to grow more shallots than onions as they keep longer. Garlic does well. The 'hard neck' varieties are hardy, but the 'soft neck', although smaller, store well.



Enrich your soil

Green manures are great for improving the soil. Try sowing Phacelia tanacetifolia on any spare ground and dig into the soil in early spring. Leave some to flower in the spring and summer - it is self-seeding with beautiful purple flowers. The bees love it and it keeps the weeds down – a win-win situation!



Spring colour

I always try to have a daffodil and tulip display in spring. I use pots quarter-filled with old scrunched up plastic plant trays. I add potting compost mixed with vermiculite and garden soil on top. Follow the instructions on the bulb pack for planting depth. The fun part is choosing your colours and varieties. Let your imagination run wild. Now is the hard part - waiting for spring - but it's well worth it!

Gardening calendar

October

- Sow green manure, dig plots and garden, harvest carrots and anything that's ripe. Plan for next year. Look at seed catalogues and review what went well this year. Plant garlic, shallots and onions.

November

- Gather up leaves into black bags or hessian sacks to make leaf mulch. Leave for a year, then use to keep weeds down and soil moist. Sow broad beans.

December

- Plan for next year. Are you going to grow the same or try something different? I like to experiment with unusual veggies and wild flowers.
- Start to think about Christmas flowers and plants like amaryllis, hyacinths in bowls and paperwhite narcissi. Gather any dried branches, flower heads and poppy seed heads to make beautiful winter floral displays.



Don't forget, we're here to answer your queries. Do get in touch and we'll try to help. Until next time, happy gardening!

Jane

Quick tips to save energy

Every penny counts! Check out these easy ways to save energy, reduce your carbon footprint and lower your bills. See if you're saving as much energy as you could be...

→ Switch off the lights

Turn off lights when you're not using them. It takes more energy to leave a light on than it does to switch it back on, even if it is only for a few seconds.

→ Turn down the room thermostat

According to the Energy Saving Trust, if you have a room thermostat, turning this down by just one degree can save around £55 a year and reduce your carbon footprint by 300kg.



→ Go easy on the tumble dryer

Don't overload your tumble dryer. Too many items in at once may reduce its efficiency. To check the running cost of different electrical appliances, go to https://www.ukpower.co.uk/tools/running_costs_electricity

→ Switch things off!

Almost all appliances can be turned off at the plug without upsetting their programming. To find out which appliances use the most energy in your home, go to <https://energysavingtrust.org.uk/top-five-energy-consuming-home-appliances/>

→ Do your laundry at 30c

Choosing to wash clothes at a lower temperature can help reduce your energy consumption. Avoid washing half-loads to save water.

Did you know?

Spending 1 minute less in the shower each day will save up to £4 a year for each person in your household (Source: Energy Saving Trust)



HALLOWEEN HAPPENINGS!

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To enter: Take a photo of your completed entry and send it to 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 Friday 26 November. 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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TRICK	GHOST	TREAT
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WITCH	WEREWOLF	PUMPKIN

