

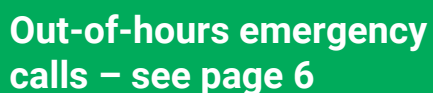


Your local tenant magazine

October 2022



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We are listening, get in touch



broadlandgroup.org

New development

Building work is underway on 5 new affordable homes in Thetford for former rough sleepers. Breckland Council has gifted the land – a former school car park on Elm Road, Thetford.



We are also building 7 new affordable houses on Ketts Hill, with partners Norwich City Council. Grant funding for both schemes has come from Homes England via the Rough Sleeper Accommodation Programme.



Up for awards

Our Canary Quay project in Norwich has won 'Best Use of Steel Technology' in the Offsite Awards 2022. The awards celebrate outstanding examples of offsite construction design and technology. Canary Quay was also a finalist in the Social Housing Project of the Year and Client of the Year categories.

Meanwhile, our Lakenfields scheme in Norwich was shortlisted in the RTPi East of England Awards for Planning Excellence.



Executive Development Director Andrew Savage said:
"We're extremely pleased to win this award. It highlights the exciting work we're doing in partnership with RG Carter and Sigmat at Canary Quay"



Prize-winning design

Congratulations to Robert Kett Court, which won the 'Outstanding and Best Creativity' award in this year's Wymondham in Bloom competition!

The scheme's exhibit was created in loving memory of Owen James, who grew many of the plants in the display. Owen moved to Robert Kett Court in 2018 and set up the gardening club with the help of his daughter Annette.

Our housing with care schemes provide a supported environment for older people who have a care need and who wish to remain independent. Our schemes in Norfolk offer award-winning standards of care.

See our 2022 programme of open days when you can tour the facilities and talk to Broadland staff about housing with care:

Visit broadlandgroup.org go to 'Find a home' - 'Housing with care open days'



Martin Miller 1926-2022

We were very sad to hear of the passing of Martin Miller, our first Chief Executive, in August.

Martin first came to Broadland in 1968 and helped establish some of our most popular housing schemes, including The Cedars in Norwich. After Martin stepped down from his role in 1991, he continued to support Broadland as a member. Until the pandemic, he attended our AGM every year, sharing his vast experience and knowledge.

Michael Newey, our Chief Executive, commented:

"Martin's contribution to the people of Norfolk and to Broadland Housing was massive. As our first Chief Executive he helped grow Broadland from one scheme in Norwich to over 1,700 affordable rented homes across the county.



Martin knew that a home is the foundation of everything else in life and he ensured that Broadland stretched itself to deliver new homes that communities needed. His family can be very proud of his contribution to this county and to the lives of so many people over the years."

Pictured above, Martin (left) and Michael at The Cedars 25th anniversary.

Exclusive events for Members

Members of Broadland get invitations to exclusive 'behind-the-scenes' events. In May, we looked at Independent East, Broadland's new partnership with 4 other local housing associations (Orwell Housing, Saffron, Freebridge and Havebury Housing). The aim of the group is to share experiences and knowledge, but also to look at ways of working together that will benefit all our tenants and staff. The seminar looked at some of the work that has already started and our ambitions for the future.

In April, for the first time since the outbreak of Covid-19, our Chief Executive Michael Newey spoke to Members in person and online, about how we coped with the pandemic. You can watch the two presentations at broadlandgroup.org go to 'About us' - 'Sign up to be a member'

Sign up now for members-only invitations to future events: Visit broadlandgroup.org go to 'About us' - 'Sign up to be a member'

Learning from complaints

We have seen an increase in formal complaints over the last few months. As expected, we are receiving more complaints about repairs while we are trying to schedule the backlog. This increase in complaints has meant we are not able to respond to all complaints within our published timescales. We appreciate your patience as we work through these.

In the January edition we will publish our updated Self-Assessment, which will provide more information on our progress against the Housing Ombudsman's Complaint Handling Code.

Complaints are an opportunity for us to learn about how we can improve our service. We have identified the following learnings between April and June:

- **Aids and Adaptations** - a review of our Aids and Adaptations policy and process, including timescales and how we can improve communication with tenants.
- **Repairs** - we will incorporate any learnings about repairs into the future project about how we schedule repairs.
- **Out of hours** - we will review any out of hours emergency repairs by 10.30am to ensure we are able to prioritise follow-on works and communicate promptly with tenants.



Repairs service update

In July our Chief Executive Michael Newey wrote to all tenants, highlighting the challenges we currently face with our repairs service. We continue to work through rescheduling appointments and organising our Repairs team's diaries to maximise efficiencies and improve our repairs service to you.



While we do this, we will still have to cancel appointments and we may not be able to organise a new slot for you immediately. We understand this may be frustrating and we apologise for any inconvenience caused.

Missed appointments

Some tenants queried Michael's reference about Broadland's right to recharge tenants for missed appointments. We know the majority of our tenants are at home as arranged for their appointments, and also that sometimes you might have to cancel at short notice. However, we wanted to highlight that missed appointments are one of the costs and challenges which impact on our Repairs service.

We also acknowledge there have been incidents where we've failed to inform you when we have not been able to attend your home as planned. We are sorry if this has happened to you in the past, and we are working hard to improve our communication with tenants.

Local Delivery Team changes

In August, we made some changes to our Local Delivery Teams, to help us continue to improve our services to tenants. Just enter your postcode on our website at www.broadlandgroup.org go to 'Contact us' - 'Local Delivery Teams' to find contact details of your neighbourhood team.

Meet your Local Delivery Team Leaders



Out-of-hours phone service



From 1 October, Norse Commercial Services Ltd is our new emergency phone service provider.

Norse is a local company that we have previously worked with, and they are committed to delivering excellent service. If you need to report an emergency repair outside of office hours, you will not need to do anything different.

Out-of-hours emergency calls



Our 0303 303 0003 Customer Services phone lines switch over to our out-of-hours service at certain times.

When is out of hours?

- evenings
- weekends
- bank holidays etc
- staff training sessions

What is an emergency?

To ensure that we make the best use of our out-of-hours resources, please only call at these times in a genuine emergency situation, such as:

- **Major incident – fire, flood, major impact damage**
- **Escape of gas or fumes. Call the National Gas Emergency number 0800 111 999 first, then call us.**
- **Loss of power and/or lighting to part of your home.** Call UK Power Network if there is a local power cut affecting your neighbourhood: **0800 31 63 105**
- **Water leak that cannot be contained** (i.e. a bucket cannot contain the water overnight)
- Blockages to main drains or toilet (if this is your only toilet)
- **Sewage overflowing into the home from external drains**
- **Keeping your home safe and secure** (for example, carrying out temporary 'make safe' repairs)
- **Burst storage tanks, cylinders or pipes**
- **Heating system failure – in severe weather**
- **Loss of hot water**
- **Communal lighting failure**
- **Broken or missing manhole cover**
- **Broken stair treads, handrails, banisters or trip hazards**
- **Loose roof tiles** (if it is a health and safety risk)

Social media

Our social media accounts are not instantly checked or monitored outside office hours. Always ring **0303 303 0003** in an emergency.

Please note!

Lost keys – depending on the circumstance/ resources available, we may be able to visit your property. If not, you will need to contact a reputable local locksmith
Malicious damage – we cannot process any repair works without a police crime reference number from you.

Blocked drains – if you have misused the drainage system by putting unsuitable materials or liquids in it, we will recharge you

Non-emergency repairs

Remember that you can report a non-urgent repair 24/7, 365 days a year by logging into your Tenants Online account.



Who pays for the repair?

Tenants often ask us, “My X is broken / lost / damaged / has stopped working. Please can you fix/replace it?”

Broadland will always arrange to repair major issues that tenants report, such as a broken boiler, electrical fault, serious water leak etc.

But for minor issues (such as blown light bulbs or fuses, lost keys) or accidental damage, it is normally the tenant’s responsibility to repair or replace the item.

The poster opposite, designed in consultation with our tenants, breaks down the types of repairs for easy reference.

You can find more information on our website, including our recharge policy at broadlandgroup.org go to ‘Our homes & services’ - ‘Repair recharges’. Please contact us if you would like a printed version of the policy sent to you by post.

Damaged property
Broken, damaged or lost property must be repaired/ replaced to the same standard as before. You may have to find and pay a suitable professional if you are not able to repair it yourself.
Damage as a result of a break-in or vandalism will be made safe by Broadland, but we will need a Police Crime Number before carrying out any further work.

Need a REPAIR?

Repairs that are usually the TENANT's responsibility:

- Damage to your property
- Decorations and replacing light bulbs
- TV aerials (unless a shared aerial), phone lines
- Satellite/cable TV and broadband
- Replacing keys and locks
- Clearing blockages to the sink and basins
- Fencing between properties
- Sheds

Repairs that are usually BROADLAND's responsibility:

- Heating and hot water
- Electrical wiring, sockets and light fittings
- Plumbing
- Roofs, outside walls, windows and doors
- Inside walls, floors, ceilings and doors
- Drains and gutters
- Kitchen units
- Boundary fencing
- Baths, basins and toilets

Have you got CONTENTS INSURANCE?

Contents insurance is **important** as it covers the possessions in your home, e.g. furniture, electrical items, carpets, clothes and jewellery. It **protects** you against loss and damage by theft, fire, vandalism, water damage and other household risks.

To report a Broadland repair, visit our website www.broadlandgroup.org, call 0303 303 0003 or speak to any member of Broadland staff visiting your area

New contact details?

Please tell us ASAP if you have changed your mobile number or email address recently.

This is important - if text or email is your preferred communication method, it is how we will contact you about your tenancy or events or activities that may interest you.

To update your contact details, either log in to your Tenants Online account, complete the form on our website at broadlandgroup.org go to 'contact us' or call Customer Services on 0303 303 0003.

Rising energy costs

With the new 52p/kWh electricity cap from 1 October, you might want to check how much your electrical appliances cost to use.

Citizens Advice have created this handy calculator: at citizensadvice.org.uk go to 'Consumer' - 'Your energy supply' - 'Check how much your electrical appliances cost to use'

This chart (source: The Sun/Go Compare) shows a cost range, because the cost of running appliances varies depending on their wattage.

For more info see thesun.co.uk go to 'Money' - 'Money tips'

You can also find more hints and tips about saving energy at: broadlandgroup.org go to 'Tenant Support' - 'Energy Saving'

DON'T MISS OUT!

Make sure we have your correct mobile or email contact details to ensure that you always get:

- Urgent information about your home or our services
- Updates on any repairs appointments etc
- News about your scheme or area
- Invitations to free social events/activities for tenants
- Exciting opportunities to get involved on our tenant panels

COST OF RUNNING APPLIANCES IN EVERY ROOM OF YOUR HOUSE FROM OCTOBER REVEALED	
Provider	Oct cost range at 52p/kWh
Showering for 5 minutes	30.33p - 45.50p
The cost of running a heated towel rail for an hour	13p - 26p
Using a hairdryer for 5 minutes	8.67p
Cost of a bedside light per hour	3.12p
The cost of running an electric blanket per hour	6.76p - 10.40p
Cost of Hoovering per hour	52p
Ironing per hour	72.80p
Cost of lawnmower per hour	26p - 93.60p
Dishwasher per hour of use	54.60p - 78p
Boiling a kettle (3min)	7.80p
Using an oven for an hour	104p - 114p
Cost of washing machine per hour	62.40p - 67.60p
Cost of microwave per 10 minutes	5.20p - 13p
Cost of tumble dryer per hour	104p - 156p
Cost of heated drying rack per hour	13p - 26p
Cost of TV (LCD) for two hours	20.80p - 39p
Cost of a computer/laptop for an hour	1.04p - 3.38p
Cost of games console for an hour	2.34p - 9.88p
Overhead light on per hour (per light)	2.08p - 5.20p
Cost of having an electric heater per hour	130p
Cost of charging your phone per hour	0.13p - 0.26p

MAKE A DATE!

As your landlord, it is our legal responsibility to ensure your health and safety. This means that we must visit your home to carry out important checks:

Gas safety Every year we must inspect your gas supply and gas appliances to check they are in a safe condition. 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 Every 5 years we will carry out an electrical safety check at your home. We will inspect the electrics for any faults that could cause a fire. An electrical test normally takes 4 hours.



Our contractor Facit will carry out some of the electrical tests

We also need access to your home for occasional **stock condition surveys** (to check the condition of your windows, external doors, kitchen etc) or to carry out **decarbonisation works**.

Please make sure you are at home for these important visits! If your appointment is no longer convenient, you must rebook it ASAP via Customer Services on 0303 303 0003.

Making alterations to your home

Remember, you MUST get written permission from us before you make any changes to your home, property or garden. This is because the new works may introduce a fire risk that we are not aware of.

Please complete an alteration form (downloadable from our website at broadlandgroup.org go to 'Our homes & services' - 'Alterations to your Broadland property' or call 0303 303 0003 for a paper copy.

You can return your form by email to tenantalterationrequests@broadlandgroup.org or by post to Broadland Housing Association, Tenant Improvements, NCFC, Carrow Road, Norwich NR1 1HU.

One of our area surveyors will be in touch about your request. Remember, if you complete works without our permission, you may be in breach of your tenancy agreement.

Test it!

From 1 October, all social housing landlords must provide smoke and carbon monoxide alarms in tenants' homes (Broadland was already compliant before this date). The new law says that landlords must act "as soon as reasonably practical" to repair or replace an alarm, once they are informed there is a problem.

So remember to test your smoke and carbon monoxide regularly to check they are working properly. If there is a fault, please report it to us as soon as possible.



A load of rubbish!

A quick guide to getting rid of your household waste

Bins and waste collection

Contact your local authority to find out when household rubbish gets collected in your area. You can also ask them for a replacement bin.

Communal bins

Fly tipping around communal bins is a fire safety hazard. Please report any issues regarding communal bins to Customer Services.

Recycling waste

Check our quick guide to recycling (see below).

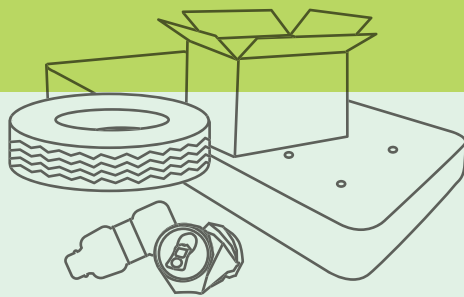
Fly tipping (illegal dumping)

Fly tipping is a growing problem at our schemes. Illegally dumped waste is a fire hazard, annoying for tenants and costly for Broadland to remove. If you see it, report it!

Fly tipping means leaving unwanted items:

- next to your household bins
- next to your communal bin area
- on public land

Fly tipping is a criminal offence, punishable by a fixed penalty notice, unlimited fine and/or imprisonment up to 5 years!



Call us ASAP on **0303 303 0003** if you see anyone fly tipping. ('Crime scene' tape around any illegal dumping means it has been reported to us and we are arranging for it to be taken away.)

Bulky waste

To get rid of bulky waste or large items:

- Contact your local council's bulky waste collection service to get items collected directly from your house.
- Some charities will also collect furniture in good condition
- Sell or donate unwanted items through eBay, Gumtree, Freecycle or Freecycle

Rubbish amnesties

Look out for our 'rubbish amnesties'. This is when we visit a scheme/neighbourhood to take away large household items and other bulky rubbish for you, free of charge. We will contact you by email, text or post about any rubbish amnesties coming up in your area (so **PLEASE** make sure we have your up to date contact details - don't miss out!)



Aerosols

Lids can not be recycled & need to be removed



Cartons

Waxed food & drink cartons. Lids can not be recycled & need to be removed



Paper

Newspapers, magazines, cards, envelopes. Not bagged, please put in loosely



Aluminium foil & foil trays

Clean foil & trays (eg trays for ready meals & take away food)



Cardboard

Egg boxes, tubes, food packaging card, cardboard packaging & food carrier trays



Plastic food tubs, food pots & food trays

Clean rigid plastic food containers, including yoghurt pots, tubs & trays. Plastic lids can be left on



Cans & tins

Clean steel & aluminium food & drink cans & tins. Pet food cans



Plastic bottles

Plastic food & drink bottles, personal care & household cleaning products. Lids need to be left on except for spray bottles, as these cannot be recycled

To report any issues with your communal bins, call **0303 303 0003**

Please flatten down your cardboard boxes!
(this saves room in your bin)

Adapting your home

Aids and adaptations can help you live independently in your Broadland home for longer if you develop an illness or become less mobile.

Major works

Major housing adaptations can include:

- level-access shower
- over-bath shower
- ramped access to your home
- stairlift hoist
- other specialist mobility aid equipment for the home.



An occupational therapist will first have to carry out an assessment of your needs. Contact your council to arrange this. Broadland or your local council will arrange for any necessary works to be completed.

Find out more:

- **Norfolk** norfolk.gov.uk go to 'Care, support and health' - 'Help to stay at home' - 'Staying independent at home' - 'Physical changes to your home'.
- **Suffolk** suffolk.gov.uk go to 'Care and support for adults' - 'Help to stay at home' - 'Adapting your home to work for you'.

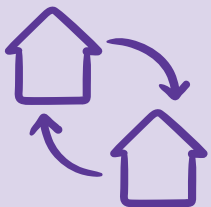
Minor works

We can carry out some minor adaptations for you without an occupational therapy assessment, such as:

- hand/grab rails
- lever taps
- lowering thermostats and other electrical switches/ sockets
- levelling thresholds
- changing handles on doors/ cupboards

Please contact Customer Services to make a request.

Too big, too small?



If your home no longer meets your needs and you would like to move, a mutual exchange may be the answer...

What is mutual exchange?

A mutual exchange is a house swap between council and/or housing association tenants. For example, you may want to downsize to a smaller property to avoid paying the bedroom tax, or perhaps your family has grown and you need a larger house.

How to exchange

You can only exchange if all the tenants involved have an assured or secure tenancy.

Exchanges between Broadland tenants only

If you have found another Broadland property that you would like to exchange with, please complete the form on our website and return it to us, or talk to your Neighbourhood Officer.

All exchanges

The House Exchange website also includes non-Broadland properties. You will need to register your home at houseexchange.org.uk (intermediate rent tenancies are not eligible for House Exchange). Remember to add a description and pictures of your property to boost your chances of a successful swap!

More information

Download our mutual exchange leaflet - at broadlandgroup.org go to 'Find a home' - 'Rent a home' dropdown 'Mutual exchange'



It was HOT, HOT, HOT at the HOP!

by Chris Poole, Chair

Dateline Tuesday 19 July:

It was supposed to be our latest HOP meeting, but forecast temperatures nearing 40C forced a rethink. The situation was not helped by the proposed venue boasting huge glass windows and no air-conditioning to boot. The meeting was rearranged for 23 August at Queens Hills Community Centre. The day dawned hot and humid, with temperatures predicted to be above 30C, but this time the venue was air-conditioned. We were on!

A quick light lunch enabled an informal chat with the day's presenters and committee members. It also allowed a couple of late arrivals from King's Lynn, who had been held up by traffic, to catch up and join us. First up was Robin from WEA, the adult education charity, who delivered a slick presentation on how to save energy at home. Unfortunately, it was difficult for Robin to give precise figures, simply because the energy markets were (and still are) so volatile, changing on a daily basis. One thing was clear: energy costs, both for business and for domestic users, is set to rocket, meaning not only higher costs in the home, but also higher prices for everything we consume. Some of the information was eye opening. We were shown comparisons of the cost of running various domestic appliances, with tumble dryers, electric showers, fan heaters, hair dryers and ovens topping the list of villains!

Robin said that he would be delighted to give his presentation to Broadland tenants. Please let your local residents' association rep, Neighbourhood Officer or Scheme Manager know if you are interested. Remember, HOP is here to help, and we say it's well worth your time - it could save you money.



Next up to get us 'Hopping' was Justin O'Connor, Broadland Housing's Head of Asset Management. Part of Justin's responsibilities includes making decisions on the thorny environmental issues that will affect us all in the coming years. Broadland have a varied housing stock, he explained, from new builds, which exceed the Government's minimum standards, to much older properties with many differing problems. Again, scientific advice arrives on constantly shifting sands: what's deemed to be the greenest, lowest carbon-creating solution for heating or insulation one month might be written off the next. All of this means that often extremely expensive decisions are incredibly difficult to make. After 2025, under new Government regulations, no gas boilers will be installed, so what will come next? Solar panels, heat pumps, different fuels for boilers? There's a long list of contenders and an even longer list of arguments. The jury is still out, so watch this space.

The meeting ended after Stephani Davis, Head of Housing, filled us in on the new management structure at Broadland.

Our next HOP meeting will be on Wednesday 12 October. Please contact the Tenant Engagement Team at Broadland if you would like to attend.

Happy 40th, York Place!

In July Broadland tenants and members gathered at York Place in Dereham to celebrate the sheltered scheme's 40th anniversary. Ann Chamberlain (94), York Place's longest-standing tenant, cut the anniversary cake with Michael Newey, our Chief Executive.

Michael said:
"Back in 1982, York Place was ahead of its time. Building a scheme so close to the town centre, just off the High Street, was quite unusual. But as towns have to reinvent themselves, bringing people back living in town centres seems such a sensible idea. There is a model here that other communities in Norfolk and further afield could really learn from."

Ann said:
"York Place has a proper sense of community. We are one big happy family. It's nice and near the town centre - I wouldn't want to live anywhere else."



RIP Patrick

Patrick Holian, our tenant who created the stunning mural at Oulton Court (see October 2021 issue), has sadly passed away. On behalf of everyone at Broadland, we send sincere sympathies to his family, friends and neighbours at Oulton Court.



Opinion

Our tenant Richard from Woodcote discusses the environmental impact of cigarettes:

Cigarettes

Over 15 billion cigarettes are purchased every day by the 1 billion-plus people around the world who continue to smoke. This number is more likely to increase than decrease. Each year cigarettes are the source of 90,000 fires in the USA. Globally they are one of the primary causes of forest fires. Their effect on the seas and oceans is enormous.

Filters

There is no such thing as a safe filter. A filter is a type of plastic (cellulose acetate), which degrades slowly over several years. Each filter contains 12,000 cellulose acetate fibres that may be inhaled straight into the lungs, and may themselves cause respiratory problems.

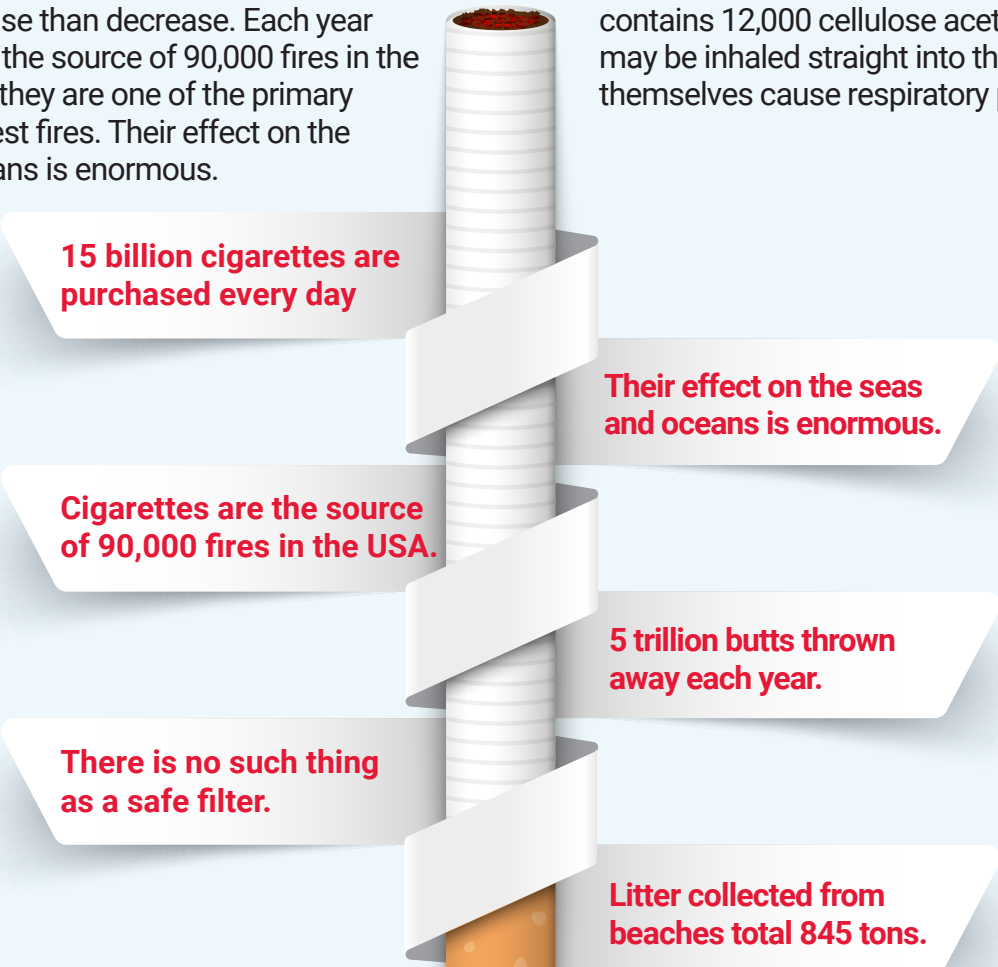
Butts

Please do not simply throw cigarette butts on to the ground. Discarded cigarette butts not only detract from the pleasantness of our surroundings, they also have a hugely harmful impact on the environment across the world. Butts exceed, by far, any other form of litter collected from beaches, and worldwide, they account for an astonishing 845 tons of litter annually.

Butts get washed into rivers via drains and as part of general waste outpourings, frequently mistaken for food by fish, seabirds and turtles.

In addition, they are often found in the stomachs of dead animals found washed up on the beach. The chemicals absorbed by filters from smoking a cigarette, predominantly nicotine and ethylphenol, are highly toxic and a single butt per litre of water concentration is enough to kill small fish. The 5 trillion butts thrown away each year would make all of the water in China's Three Gorges Dam deadly for aquatic life. Eaten or not! So, now you know, and no 'butts' about it!

Source: BBC Science Magazine, April 2022. Please note this is a personal opinion and does not necessarily represent the views of Broadland Housing.



Dates for your diary

25 October Cinema event, Norwich – 9.30am-12.30pm

28 October Halloween half-term event - King's Lynn, 12-3pm

Look out for your personal invitation!



Community Improvement Fund 2023

Thanks to everyone who applied to our 2022 Community Improvement Fund. Three tenants made up the judging panel and after careful consideration, they awarded funds for the following projects:

- Communal outdoor shed for gardening items (St Katherine's Court)
- Communal outdoor furniture (Harriet Court)
- Communal parasols (The Cedars)
- Repairs to communal raised beds, improvements to patio area and new hard standing area for seating (Woodcote).

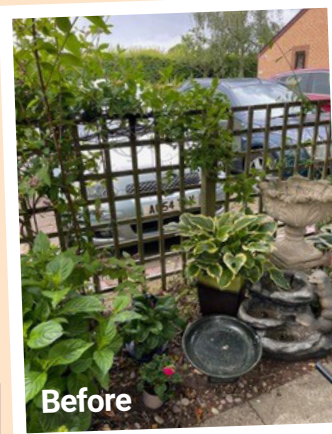
The Community Improvement Fund opens for new applications from April 2023. To submit your proposal for funding, please call 01603 750113 or email tenantengagement@broadlandgroup.org.



Before



After: new raised beds



Before



After: improvements to patio area

Woodcote improvements

A sizzling summer!

We were lucky with the weather this year and enjoyed meeting tenants at various events.

Annual Fayre, The Lawns, Great Yarmouth: Staff ran the refreshment stall and there were several other stalls, including homemade cakes and Maria's fantastic sausage rolls. The event raised a whopping £670, which will help fund tenants' entertainment and trips out.



Gypsy and Traveller History Month

We celebrated Gypsy Roma Traveller History month in Norwich with a heritage display, face painting, and lunchtime fries for tenants. The families really enjoyed it!



We also ran family fun days at our schemes in Carlford Court, Beccles, inviting Blything and Samford Court tenants; Oulton Court, Lowestoft, with Bloomsbury Close and Pound Cottages tenants, and at Eaton Old Hall, Norwich.

Gardening Competition winners

Thanks to everyone who entered this year's competition. We had some stunning entries! The judging panel included our Environmental Champions and Jane, our tenant gardening guru. **Jane said: "This year's entrants were of the highest standard, yet again making judging difficult. We were pleased to meet and talk with so many enthusiastic gardeners. Many said how much gardening had helped with their mental health and wellbeing during the pandemic."**

Overall Winner – Mr Waithe

Best Garden

Winner – Mr & Mrs Bridges
Runner-up – Mrs Cook
Highly Commended – Miss Rowe

Best Small Garden

Winner – Mrs Osborne
Runner-up – Mrs Davey
Highly Commended – Mr & Mrs Clarke, Mr & Mrs Laws, Mrs Beales, Mrs O'Brien and Miss Gavrilina.

Best Communal Garden

Joint winners – Miss Martins & Ms Grunberg and Mr & Mrs O'Brien
Runner-up – Mr & Mrs Jones
Highly Commended – Mr Fox

Best Patio, Courtyard or Balcony

Winner – Miss Martins & Ms Grunberg
Runner-up – Mr Bayford
Highly Commended – Mr Peddle, Mr Simmons and Quebec Street tenants.

Judge's Choice Award 'Best Newcomer' – Mr & Mrs Humphries

You can watch our video of the winning entries on our website at broadlandgroup.org go to 'News' - '2022 Gardening Competition - the results!'



Welcome to all our readers and gardeners



What a summer it's been! Here in East Anglia, it's been one of the hottest on record. Some harvests have produced a much smaller yield, and in Europe wildfires and drought have affected crop production.

There is no better time to start growing your own vegetables, either on an allotment, in your own garden or by joining a community garden, which are becoming very popular, particularly with tenants who live in apartments. This is also a good idea for those with no gardening experience, because help is usually available from like-minded people. There are social events too.



If this isn't an option, then indoor tomatoes, herbs and window box salad can be grown easily on a kitchen windowsill.



Saving water

Water conservation is a very serious issue and it has been in the news almost on a daily basis. Water butts are one of the best and easiest ways to save water and they are easily installed, fixed into the outdoor drainpipe. If you already have a water butt, think about connecting another to it, to take advantage of the overflow when the first butt is full. Having water available in the garden is useful and time saving. Rainwater is better for plants!

Don't be disheartened if you've not had a good harvest this year. Here's my tale of woe: runner beans shrivelled! Raspberries shrivelled! Potatoes and carrots smaller than usual! The best harvests were the outdoor tomatoes, garlic and shallots/onions.



Autumn jobs

Spring bulb planting

I use a mixture of potting compost, coir (coconut husk fibre) ground soil and manure to plant my spring bulbs. In the bottom of my pots I place scrunched up old plastic seed cells that are no longer usable. This method provides good drainage and lighter pots, which are much easier to move around.



I plant 5 or 6 bulbs, depending on the size of the pot. I use new bulbs each year. I take the old ones to my allotment and plant them around the edges, then leave them to do what they want!

Sow some wildflowers

A growing number of gardeners are sowing wildflowers and autumn is a good time to sow cornflowers and poppies. A mixed packet of cornfield flowers will work well, as the seeds need a spell of cold weather to germinate. Scatter the seeds and gently trample into the ground. Then leave alone and let nature do the work.

Sow veg for spring

The next three months are the time for sowing winter broad beans, garlic and shallots. Letting the ground rest, dressed with manure and covered, makes for easy digging next spring.



Top tips

- Let houseplants rest water less and if necessary move them to a cooler spot in the house.
- Don't forget the sales for new tools and all things connected with gardening!

Have a lovely autumn and fingers crossed the weather behaves itself.

Jane



Join the TAP

By tenants,
for tenants

Tell us straight.

Join our Tenant Assurance Panel and help us keep on improving.



£100
Gift
voucher

If you want to help us make changes that will affect all Broadland tenants, then be part of this exciting new panel. All expenses will be paid, plus free training, IT equipment if needed, and support and mentoring if you want it.

As a thank you for your time, there will be £100 gift voucher for helping us get the panel set up. Further payment for panel membership will be reviewed in June 2023.

What do we want from you?

Your time, honest views and willingness to work with us and other tenants.

Go to broadlandgroup.org 'Tenants' – 'Get involved' – 'Tenant Assurance Panel' to apply and for further information. Applications close on 26 October 2022, with informal workshop interviews on 9 November, both in person and online.

Autumn wordsearch competition

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

To enter

- Either download the wordsearch at <https://thewordsearch.com/puzzle/3998954/autumn-memories/> Take a photo of your completed entry and send to tenantengagement@broadlandgroup.org.
- Or enter by post – cut out your entry and post in an envelope with your full name to Tenant Engagement, Broadland Housing, NCFC, Carrow Road, Norwich NR1 1HU.

Closing date Monday 30 November.

One entry per person. If there is more than one correct entry, winner will be chosen at random. Broadland Housing tenants only.

Win
£25!

Congratulations!

Well done to Jan from The Cedars, who has won a £25 Love2Shop voucher in the July Wordsearch competition!

T	A	F	T	C	O	L	O	U	R	F	U	L	O
A	W	C	E	S	C	A	R	F	C	L	O	B	S
C	O	L	O	K	B	R	S	R	P	A	C	L	L
O	R	E	L	B	S	O	L	P	I	T	T	U	E
R	C	R	T	G	W	R	R	L	I	R	O	S	A
N	E	R	L	U	S	E	E	A	R	D	B	T	V
E	R	I	F	N	O	B	B	K	K	R	E	E	E
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R	A	C	S	G	B	E	R	R	I	E	S	U	E
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MISTY
OCTOBER
BONFIRE
RAKE
BERRIES
ACORN
HALF TERM
LEAVES
SCARECROW
COLOURFUL
APPLES
CONKERS
TOFFEE APPLE
SPIDER
TRICK OR TREAT
SCARF
BLUSTERY
CHILLY
COBWEB
SQUIRREL
GOLDEN

