

## Door to Door

Your local tenant magazine

December 2022

# Season's greetings from all of us at Broadland!

### Customer Services phone lines opening hours

Thursday 22 December - 09.00-16.00

**Friday 23 December - Closed**

**Monday 26 December - Closed**

**Tuesday 27 December - Closed**

Wednesday 28 December - 09.00-15.00

Thursday 29 December - 09.00-15.00

Friday 30 December - 09.00-15.00

**Monday 2 January - Closed**

Tuesday 3 January - open as normal

To report an emergency repair in the evening, weekends or bank holidays, please call **0303 303 0003**.

Our out-of-hours service is provided by Norse Commercial Services Limited.

**Reminder:** our out-of-hours service is for emergencies only (where there is a risk of immediate injury to people or major damage to the property). Thank you for your support with this.

## If you need support over the holiday period

Many charities offer friendly company and support over Christmas. For the latest events, please check our website [www.broadlandgroup.org](http://www.broadlandgroup.org) – go to 'Tenant Support' or our Facebook page.

### Norwich Open Christmas

Sunday 25 December, 11am-5pm, St Andrew's Hall, Norwich Christmas lunch, clothing distribution, entertainment, take-home food and a festive bag. Home delivery is available if you are not able to get to St Andrew's Hall in person, but you must submit a request in advance to [www.norwichopenchristmas.org.uk/guests.html](http://www.norwichopenchristmas.org.uk/guests.html)

### Help with the cost of living

For locations of foodbanks in your area, money-saving tips and other sources of advice and support, visit our cost of living webpage – go to 'Tenant Support' – 'cost of living'.



We are listening, get in touch



[broadlandgroup.org](http://broadlandgroup.org)

## Festive fire safety

- ✓ Check fairy light cables and power sockets for damage
- ✓ Keep tea towels away from the cooker hob
- ✓ Snuff out candles and tealights at night
- ✓ Shut all internal doors at night to stop fire from spreading
- ✗ Don't overload sockets. Only one plug per socket!
- ✗ Don't leave cooking pans or candles unattended
- ✗ Never place tealights on a plastic surface
- ✗ Never leave children or pets alone in the kitchen

### Portable heaters

As energy costs rise, many people are turning to portable heaters. These present additional fire risks, so take extra care:

- Place heater on a firm, stable surface
- Place at least 1 metre away from people or furniture
- Plug heater directly into the mains
- Do not use heater to dry clothes
- Turn off heater if you leave the room

## Save money on energy

Make your heating system work as efficiently as possible:

- Adjust your thermostat to 18°C - 21°C (unless you are ill or disabled)
- Set your heating to come on 20 minutes before you get out of bed
- Do not dry clothes on radiators – your boiler has to work harder, which costs more!
- Move furniture away from radiators so warm air can circulate
- If you are going away this Christmas, don't turn off the boiler but select the 'frost setting' instead to avoid damage to the system.

For more information, visit our website – 'Tenant Support' section.



## Getting creative at Woodcote

### Tenant Nick Horne runs a popular weekly art group at Woodcote sheltered housing scheme.

Nick, who was born in Norfolk, has lived at Woodcote for nearly 3 years. Before that he was a specialist art youth worker for the local council. "It was mainly working with youngsters who had been excluded from school," says Nick. "They loved it! Some of them just needed someone to take an interest in them."

His own interest in art started young. Nick had an uncle who was a graphic artist and he was always drawing as a child. Although Nick joined Lloyd's bank after leaving school, he soon realised it was not for him and he applied to study at Norwich Art School.

Nick has continued to paint and draw throughout his life, and has achieved notable successes across different artistic media, from landscape and portrait commissions to fantasy projects (see pictures).

One of Nick's paintings of Bob Marley is now in the African & Ethiopian Heritage Museum in the USA. "When I was younger I loved going to reggae concerts at UEA (University of East Anglia in Norwich). I have Black friends and I have always

been very anti-racist. As a child I was with my dad in the old Woolworth café in Norwich, when a young Black boy was wrongly accused of causing damage. My Dad stood up for him when the police arrived and insisted he was innocent, because we had seen him sitting there in the cafe the whole time. I have never forgotten that."

Nick set up the Woodcote art club in May:

"There used to be an arts and crafts group here and so there was a lot of interest. We have 4-12 regulars. Some have drawn before, others haven't. One chap who recently moved here says the club has really brought him out of his shell. Some people tell you they can't draw but I say that you learn by doing. I encourage people not to rub out too much or throw it away. The best thing people say about the club is that they find it relaxing."

The art club at Woodcote runs weekly on Thursdays, 2-4pm.

Nick Horne



## Test it Tuesday!

Do you regularly test your smoke or carbon monoxide alarm? Try and get into the habit of testing alarms once a week. If you find a fault, please report it to **0303 303 0003** and we will repair or replace it ASAP.

## No excuse for domestic abuse

Sadly, incidents of domestic abuse are known to spike in December. Many perpetrators will use the stress of Christmas, alcohol, finances or mental ill-health to excuse their abusive behaviour, or blame their victim.

But there is no excuse for abuse. For 24/7 advice and support, call the free hotline **0808 2000 247**, or check out the Q&As on our website – go to 'Tenant Support' – 'Domestic abuse'.

**Scared of your partner or ex?**  
Talk to us any time, day or night.

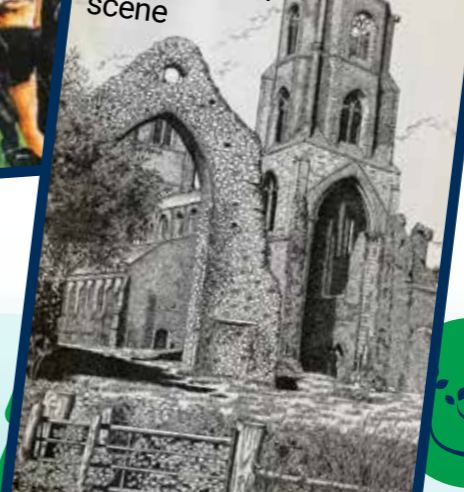


Bob Marley illustration

Eilean Donan Castle (featured in the movie Highlander)



Wymondham scene



Fantasy project



The Woodcote art group in action



# Scams – protect yourself!

## Did you know...?

- More than 5 million people a year fall victim to scams
- 84% of identity fraud in the UK is via the internet
- Only 5% of scams are reported!

Professional scammers will use all kinds of tricks, from fake prize draws to clairvoyant and romance scams, to find out more about you and try to get hold of your money. They may contact you by email, letter, telephone or in person.

## What to do

Remember - scams are a crime. Don't be embarrassed to ask for support from those around you.

- Forward suspicious emails to the Suspicious Email Reporting Service (SERS): [report@phishing.gov.uk](mailto:report@phishing.gov.uk)
- Forward suspicious text messages (free of charge) to your mobile phone provider on 7726.
- Learn how to spot a scam and how to support a victim. Friends Against Scams is a national initiative offering free online training: <https://www.friendsagainstscams.org.uk/training/friends-elearning>

## Take five to stop fraud!

**STOP** – take a moment to stop and think before parting with your money or information

**CHALLENGE** – could it be fake? It's OK to reject, refuse or ignore any requests. Only criminals will try to rush or panic you.

**PROTECT** – contact your bank immediately if you think you've been scammed and report it to Action Fraud: [www.actionfraud.police.uk](http://www.actionfraud.police.uk) tel. 0300 123 20 40.

For more information go to <https://www.takefive-stopfraud.org.uk>



# A greener Christmas

## Tips to reduce, reuse, recycle this festive period...

### Wrapping paper

Do the scrunch test. If the paper stays in a ball you can **recycle** it (take off sticky tape and ribbons first).

### Christmas cards

You can **recycle** most Christmas cards. If they have plastic or glitter on them, **reuse** them as gift tags for next year. Don't forget to **recycle** the envelopes too.

### Christmas trees

Some councils will collect or **recycle** real trees to make into chippings. If your fake tree is in good condition, donate it to a charity shop for **reuse**.

Get more info and ideas at:  
[www.suffolkrecycling.org.uk](http://www.suffolkrecycling.org.uk)  
[www.norfolkrecycles.com](http://www.norfolkrecycles.com)  
[www.lovefoodhatewaste.com](http://www.lovefoodhatewaste.com)



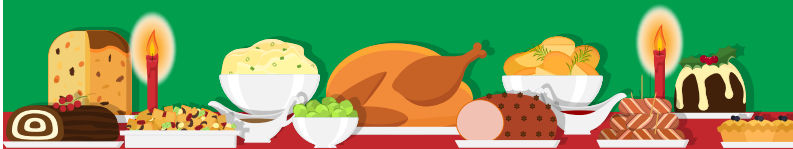
## Festive food

Sadly, in Norfolk and Suffolk, some 118,000 tonnes of food are thrown away each year. The average family with children could save more than £730 per year by reducing their food waste - and help the planet too by reducing greenhouse gases.

## Tips to avoid food waste

1. Plan festive meals ahead – only buy what you need
2. Cook today, eat tomorrow – batch cook recipes and store extra meals in the fridge or freezer for later
3. Love your Christmas leftovers - turn into tasty lunches or create fun new recipes with them.

More ideas at: <https://www.foodsavvy.org.uk/>



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