

Your local tenant magazine

January/February 2023



## Party time around our schemes

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## New eco-friendly social housing

With our partners Norwich City Council, we have built 5 eco-friendly new homes on an old pub site in Mile Cross, Norwich: a 2-bedroom bungalow, a 5-bedroom house and three 4-bedroom houses.



Norwich City Council used a compulsory purchase order to buy the derelict site of the King's Arms pub in 2020. All the homes have eco-features to save residents money on their heating and hot water. Five households from the council's housing register have already moved into the homes.

**Michael Newey, our Chief Executive, said:** "Our partnership with Norwich City Council has provided many new homes for the people of Norwich. As homeless numbers continue to rise, and many families in our city struggling to find good quality, well-maintained properties, these new homes are needed now more than ever."

## Help is out there

The No Homelessness in Norfolk winter campaign is encouraging people to reach out for help now if they are worried about housing costs this winter.

Broadland Housing is one of the partners behind No Homelessness in Norfolk, working with local councils and advice agencies to prevent homelessness across the county.

- **Worried about paying your rent?** – go to 'Tenants' – 'Pay your rent' to request a callback from a member of our rent team or call 0303 303 0003.
- **Need cost of living help?** Click the button on the home page of our website.
- **Looking for expert advice?** Norfolk Community Advice Network: tel. 0333 996 8333 or email [helpline@ncan.co.uk](mailto:helpline@ncan.co.uk)



## Conference highlights role of tenants

Fifteen Broadland tenants attended the first joint Independent East conference in November. The Broadland leadership team and Board members, including our Chair and a tenant Board member, also joined leadership and tenants from the other four Independent East housing associations (Saffron, Freebridge, Orwell and Havebury).

The conference focused on the important role of our tenants in the coming year, with the momentous changes in housing regulation.

The Housing Ombudsman updated everyone on what they have been doing to ensure tenants receive the best services, especially their work on damp and mould\* and making sure landlords maintain their homes to a safe standard.

Kate Dodsworth, Director of Consumer Regulation for the Regulator of Social Housing, also spoke at the event. The new regulations affect all landlords, including Broadland. This is one of the reasons our Tenant Assurance Panel is so important.



From April 2023 the Government's Tenant Satisfaction Measures ([www.gov.uk/government/news/regulator-of-social-housing-to-introduce-tenant-satisfaction-measures-from-1-april-2023](http://www.gov.uk/government/news/regulator-of-social-housing-to-introduce-tenant-satisfaction-measures-from-1-april-2023)) come into effect. The Regulator has set out a set of measures that it expects all landlords to report on, and part of this is tenant participation.

Look out for the first survey of the Tenant Satisfaction Measures in the late spring for your chance to take part!

### Find out more

- Read more about the conference Go to [broadlandgroup.org](http://broadlandgroup.org) then 'Latest news' - 'Housing conference focuses on the importance of listening to tenants'
- Watch a short video about the conference [www.youtube.com/watch?v=pWPb0CemT2M](https://www.youtube.com/watch?v=pWPb0CemT2M)
- \*See our tenant leaflet on controlling condensation and mould Go to [broadlandgroup.org](http://broadlandgroup.org) 'About Us' – 'Download tenant leaflets'. You can request a printed copy from Customer Services.





## Tenant Assurance Panel now set up

Since the October issue of Door to Door, we have recruited the members of our Tenant Assurance Panel. We are absolutely delighted with the interest from tenants in joining this group.

We now have a panel of 9 tenants. Most have never been involved with Broadland before. This important panel will report their findings and recommendations directly to our Board - the first time a panel has done this.

This is a massive, positive step forward for Broadland. Going forward, the TAP will ensure we are listening to our tenants' views and implementing changes because of tenant feedback.

### Next steps

The next steps for the TAP panel will be their induction and then to review the terms of reference that were worked on during the summer with the tenant working party.

Part of the remit of the TAP is to provide our Board with assurance and challenge on Broadland's approach to:

- Together with Tenants Charter
- Ombudsman Complaints Charter

- Resident Involvement
- Customer Charter
- Compliance with RSH Consumer Standards
- Tenant Consumer Standards

The first meeting for the panel will be in January 2023. We will be giving updates on the TAP's progress in future issues of Door to Door and on our website.

If this panel is something you would like to be involved in, don't be shy, contact Paula Strachan paula.strachan@broadlandgroup.org



## Tenant Experience Survey

A big thank you to everyone who took part in the Tenant Experience Survey last year.

We are currently looking at your comments and will give more feedback in the next issue of Door to Door.

Meanwhile, look out for exciting news about the brand new Tenant Satisfaction Measures recently set out by the Regulator of Social Housing.

Don't miss your first opportunity to get involved and tell us what you think in the summer. Watch this space!



## Complaints: what we are doing

The Housing Ombudsman's Complaint Handling Code sets out clear expectations for all landlords to deal with complaints fairly and effectively. The Code was strengthened in April 2022, and these changes took effect on 1 October 2022.

As a result, Broadland was required to complete a new self-assessment to show how we are meeting the requirements of the Code and where we still have work to do.

To help us complete the self-assessment, we used our data on how we deal with complaints and did a survey of tenants who had made a complaint to us. The survey asked for tenants' feedback about their experience at Stage 1 and Stage 2 of the complaints process, to find out where we are doing well and where we can improve. The Code requires landlords to publish the self-assessment to its residents. You can find a copy on our website, under 'Complaints'.

### The role of Broadland's Board

The Code sets out the expectations of Broadland's Board. The Board has a key role in monitoring how we are performing and learning from complaints. Board members are required to approve the annual self-assessment and receive at least two updates a year on complaints. A Board member is appointed to take the lead on responsibility for complaints, to support a positive complaint-handling culture. Board members also sit on Stage 2 panels (where a complaint has not been resolved at Stage 1).

### Housing Ombudsman Service

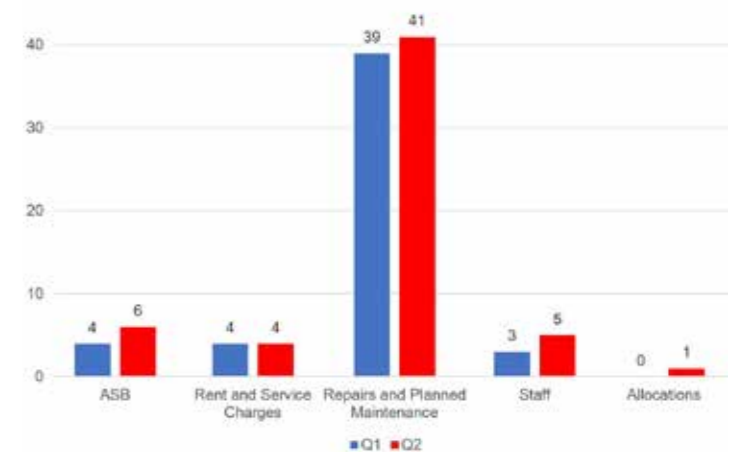
The Housing Ombudsman Service is available to help residents at any time during the complaint process. The Ombudsman can help with how to make a complaint and what to expect when making a complaint. They can also assist once a formal complaint has been made, contacting Broadland to ensure a complaint has been logged or finding out when you will receive a response.

Telephone 0300 111 3000

Email [info@housing-ombudsman.org.uk](mailto:info@housing-ombudsman.org.uk)

### Complaints April-September 2022

We continue to see an increase in the number of formal complaints being made to us, mostly about our repairs service. See below for the category and number of complaints made during the first six months of 2022: quarter 1 (April-June) and quarter 2 (July-September). Over this period, complaints about repairs made up 86% of all formal complaints.



### Complaints by category

Our priority for the next six months is to focus on learnings from repair-related complaints - understanding why something has gone wrong and improving our processes and service so that it does not happen again.

We recognise we will always receive complaints, but there are many occasions where a complaint could have been avoided.

See the next issue of Door to Door for an update on this work, including how we will be working with our new Tenant Assurance Panel on complaint handling.

# Help us keep you SAFE

As your landlord, we want to make sure you are as safe as possible in your home. Please support us:

## Fire safety

- Test your smoke alarms regularly – Test It Tuesday!
- Report faults or damage to smoke alarms or fire doors ASAP
- Store your personal belongings safely – not in communal areas, which are often emergency escape routes and need to be kept clear of clutter



The Fire Safety (England) Regulations 2022 come into force on 23 January this year. Check out our new bite-size series of fire safety videos - go to 'Fire safety' on our website.

## Be home for essential home checks

### Electrical safety

Nearly 90% of electrical fires in the home are caused by cooking and laundry appliances, lighting, portable heaters and TVs. We have a 5-year electrical test programme to ensure your wiring and electrics are safe.

### Gas safety

A gas leak can cause fire and explosions. It can also lead to carbon monoxide poisoning. We visit your home every year to carry out a gas safety check.



**If you can no longer make your safety check appointment, please REBOOK IT asap by calling Customer Services.**



## Domestic abuse – we can help

Everybody has the right to live safe from abuse and fear. We take all reports of domestic abuse very seriously, and your safety is at the heart of our response.

We work in partnership with other agencies to manage and tackle incidents of domestic abuse.

You can find out more about the support available at [www.broadlandgroup.org/tenant-support/domestic-abuse-we-can-help/](http://www.broadlandgroup.org/tenant-support/domestic-abuse-we-can-help/) Go to [broadlandgroup.org](http://broadlandgroup.org) – 'Tenant Support'

**If you are in immediate danger, or suspect someone else is, call 999.**

**Respect**  
Men's advice line

The free Respect Men's Advice Line offers support for men: 0808 801 0327

If you are unable to talk, call 999, listen to the operator and then either press 55 on a mobile, when prompted, or wait on a landline to be connected to the police, who will be able to help.



Galop's free National LGBTQ+ Domestic Abuse Helpline offers support for LGBTQ+ people: 0800 999 5428

**If you're worried you, or someone you know, may be experiencing domestic abuse:**

**Respect**  
Phoneline

The free Respect Phoneline offers support for men and women who are harming their partners and families: 0808 802 4040



The Freephone 24-hour National Domestic Abuse Helpline run by Refuge offers support for women: 0808 2000 247

**NSPCC**

The free NSPCC helpline offers support for anyone worried about a child: 0808 800 5000

**Find more support, online and text relay services at [gov.uk/domestic-abuse](http://gov.uk/domestic-abuse)**

# Community Noticeboard

**DEREHAM COMMUNITY FRIDGE**  
feed bellies not bins!  
Opens @ 10am. Wait in the warm from 9.30am.  
Take 5 items each day that you can make use of.  
Green Pastures Community Hub 20 Norwich Street

**LOWESTOFT WARM ROOMS**  
FREE - WARM - SAFE - COMPANY - DROP IN - REFRESHMENTS

**MONDAY**  
Kirkley Centre, NR33 0AZ - 9am to 2pm  
The Library is open every day but warm rooms with refreshments on Mon & Friday only - 10am to 5pm.

**TUESDAY**  
Pathways Care Farm, NR32 4WB 1.30pm to 4.30pm  
Water Lane Leisure Centre, 4pm to 7pm  
Seagull Theatre NR33 0JH, 9 am to 3pm  
Gunton Baptist Church, 9.30am to 3pm

**WEDNESDAY**  
Pathways Care Farm, NR32 4WB 1.30pm to 4.30pm  
Water Lane Leisure Centre, 4pm to 7pm  
Kirkley Church Hall, NR33 0ED, 10.30 to 4.30pm  
Re Utilise, 209 Whapload Road 10am to 4pm

**THURSDAY**  
Pathways Care Farm, NR32 4WB 1.30pm to 4.30pm  
ST Andrews Church, NR32 2DQ 10am to 6pm  
Seagull Theatre NR33 0JH, 9am to 3pm  
Gunton Baptist Church 8.30am to 2.30pm  
Water Lane Leisure Centre, 4pm to 7pm

**FRIDAY**  
Seagull Theatre NR33 0JH, 9 am to 3pm  
Kirkley Centre, NR33 0AZ 9am to 2pm  
Lowestoft Library 10am to 5pm  
Water Lane Leisure Centre, 4pm to 7pm

**SATURDAY**  
Kirkley Church Hall, NR33 0ED, 10.30 to 4.30pm

**WHERE CAN I STAY WARM IN DEREHAM?**

MON	TUE	WED	THU	FRI	VARIOUS DAYS
Dereham Cancer Care 10:00-14:00 Cups and a chat.	Dereham Cancer Care 10:00-14:00 Cups and a chat.	Southwood Methodist Church 10:00-11:00 Tea and coffee.	Dereham Cancer Care 10:00-12:00 10:00-12:00 Cups and a chat.	St Nicholas St 09:45-11:00 Coffee Morning	Dereham Meeting Point Welcoming disabled and 55yrs+ Mon-Fri 09:00 to 10:00 Activities daily www.derehammeetingpoint.co.uk
St Nicholas St 10:00-15:00 Free hot food & drinks (pudding, books etc.)	St Nicholas St 10:00-15:00 Free hot food & drinks (pudding, books etc.)	Dereham Baptist Church 13:00-15:00 Tea, coffee, games and puzzles. All Free.	St Nicholas St 10:00-12:00 Tea, coffee, games and puzzles. All Free.	St Nicholas St 10:00-12:00 Tea, coffee, games and puzzles. All Free.	Dereham Library Free hot drinks during staffed open times Mon-Fri 09:30-16:00 & Sat 09:30-16:00 Daily groups & activities to take part in.

**120 community warm spaces will be open this winter, with more on the way.**  
Thanks to the Community Hot Spot fund, 120 community venues, pubs, moderns, churches, cafes are more will be opening doors to local people. They will be joining other warm spaces, like libraries, this winter to help keep people warm and well.

## Are you covered?

All Broadland tenants and leaseholders are eligible to apply for the My Home Contents Insurance Scheme, which can cover your home contents and belongings against damage from fire, theft, water and flood.

To find out more, visit

- [www.broadlandgroup.org/tenants/repairs/damage-to-your-property/](http://www.broadlandgroup.org/tenants/repairs/damage-to-your-property/)
- [www.broadlandgroup.org/tenants/about-your-broadland-home/contents-insurance/](http://www.broadlandgroup.org/tenants/about-your-broadland-home/contents-insurance/)
- [www.thistlemyhome.co.uk](http://www.thistlemyhome.co.uk) or call 0345 450 7288
- Talk to your Neighbourhood Officer

**Your landlord does not cover your home contents and personal belongings.**

So it's a good idea to consider what a home contents insurance policy would cover you for.

When you move into your property, you should think about protecting your personal possessions and home contents. These include your furniture, carpets, curtains, clothes, bedding, and electrical items. And don't forget your jewellery, pictures and ornaments.

## 10/10 for Lloyd Court!

CareHome.co.uk reviewers have rated Lloyd Court a '10', the highest possible score! Thanks to the dedicated NorseCare team who look after our housing with care tenants at Lloyd Court.

CareHome is leading UK care home review website, rating nearly 17,000 care homes. You can read the reviews of Lloyd Court at [www.carehome.co.uk/review-submit/65432193693/rcsid/1002](http://www.carehome.co.uk/review-submit/65432193693/rcsid/1002)

Find out more about our housing with care schemes, including dates of upcoming open days, at [www.broadlandgroup.org/homes/find-a-home/housing-with-care-needs/](http://www.broadlandgroup.org/homes/find-a-home/housing-with-care-needs/)

## Garden makeover at The Lawns

The communal gardens at The Lawns have a fresh new look, thanks to students from East Coast College.

The students visited our housing with care scheme in Great Yarmouth for their Prince's Trust project. They painted garden furniture and planters, as well as a mural on the lounge door. Tenants were invited to vote on the design they wanted.

**NorseCare Manager Carole Nisbet said:**  
"Tenants are so pleased with their refurbished garden and are enjoying sitting in it on a nice day."

**Congratulations Lloyd Court!**

norse care



# Family fun

Halloween arts and crafts were a big 'draw' for tenants' families in West Norfolk in October half-term.



Our free Premier League Kicks sessions at King's Lynn started in November and proved a big hit!



# Party time!

Tenants and staff at our sheltered and housing with care schemes enjoyed their Christmas parties. Pictured are celebrations at St Katherine's (King's Lynn), Dell Rose (Norwich) and Oakes Court (Downham Market).



St Katherine's



St Katherine's



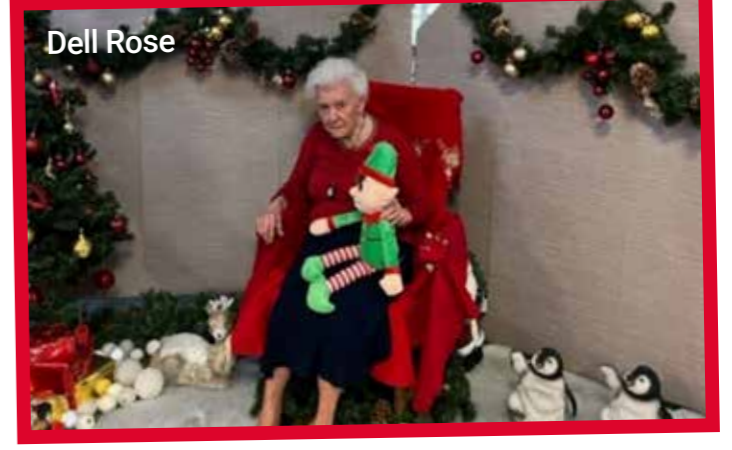
Dell Rose



Dell Rose



Dell Rose



Dell Rose



Oakes Court



Oakes Court



Oakes Court



St Katherine's



# Confused about welfare benefits?

Your local council will be able to check that you are claiming all the benefits you are entitled to. They can also help with emergency funding if you are in crisis and with general signposting to other support services.

## Breckland District Council

01362 656870  
www.breckland.gov.uk/community/cost-of-living

## Broadland and South Norfolk District Council

01603 430431 for Broadland or 01508 533933 for South Norfolk  
www.southnorfolkandbroadland.gov.uk/help-hub-1

## Great Yarmouth Borough Council

0808 196 2236  
www.great-yarmouth.gov.uk and select 'Support for residents'

## King's Lynn and West Norfolk Borough Council

01553 616200  
www.west-norfolk.gov.uk/costofliving

## North Norfolk District Council

01263 516221  
www.north-norfolk.gov.uk/cost-of-living

## Norwich City Council

0344 980 3333  
www.norwich.gov.uk/costofliving

See also our 'cost of living' help page at [broadlandgroup.org](http://broadlandgroup.org) – just click the 'Cost of living' red button on the home page.

**Need extra support? Book a 1-to-1 appointment with Matt our Welfare Benefit Advisor.**

**Could you INCREASE your INCOME?**

**BROADLAND HOUSING**

- Pension Credit
- Attendance Allowance
- Universal Credit
- Housing Benefit

There is a chance you may not be receiving some benefits that you are entitled to. We are here to help.

If you are not sure and would like some help, please book an appointment for a **Welfare and Benefits check**.

Matt O'Brien, Welfare and Benefits Advisor

Complete the online form at [www.broadlandgroup.org/tenant-support/](http://www.broadlandgroup.org/tenant-support/)

0303 303 0003 | [broadlandgroup.org](http://broadlandgroup.org)

# Making the website more accessible

We are always looking at ways to make it easier for all our tenants to get what they want from our website [www.broadlandgroup.org](http://www.broadlandgroup.org).

Wherever possible we use Plain English and simple navigation buttons to ensure that information is quick to find and easy to understand.

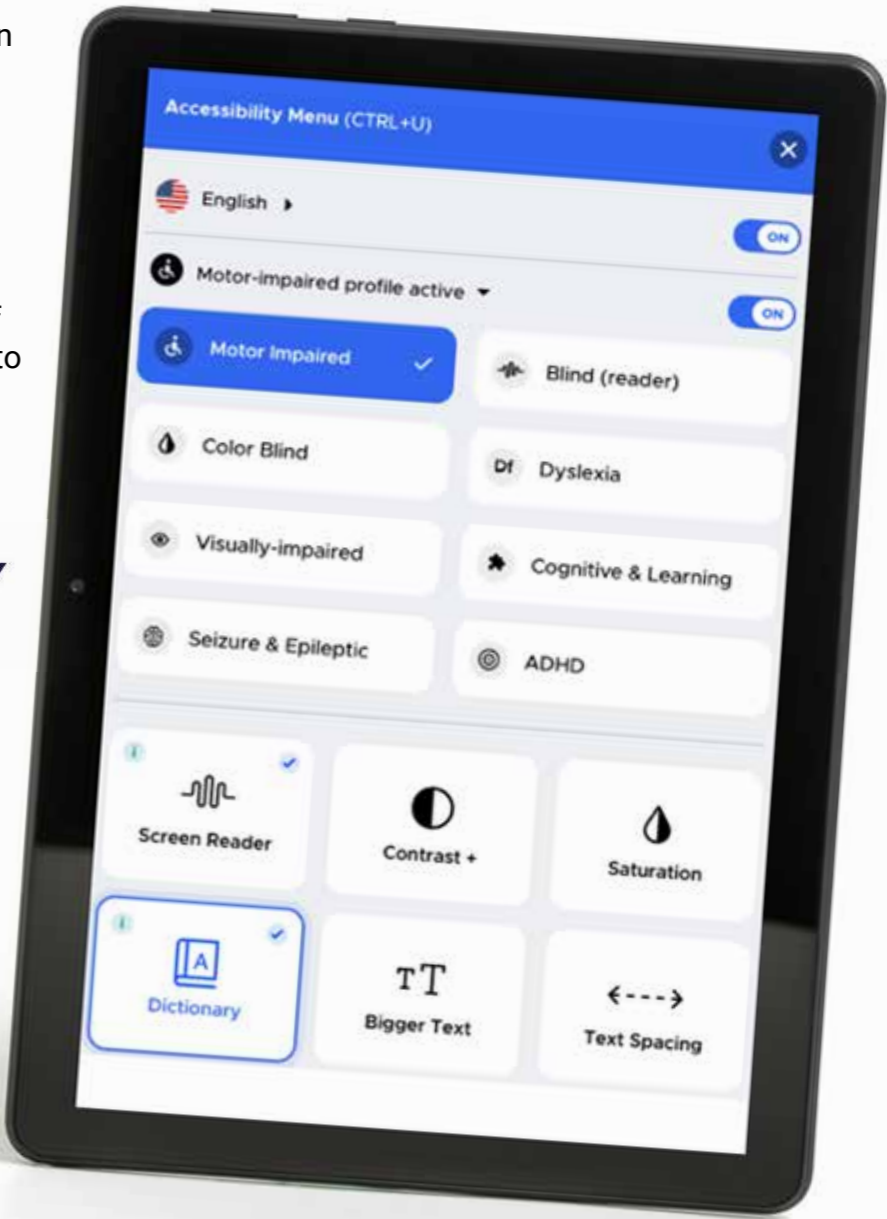
## UserWay options

If you have visited our website in the last year, you may have seen the UserWay icon at the top. Selecting this icon opens up a 'keypad' of options. You can then select from various aids to make the website easier to use if you have a disability, such as impaired vision or hearing, limited mobility, epilepsy or dyslexia.

We continue to review the accessibility of our website. It's part of our commitment to Purple Tuesday, the campaign to improve the customer experience of disabled customers.



If you have any comments or questions, or would like to join our Digital Panel and receive invitations to review our digital communications, please contact [tenantengagement@broadlandgroup.org](mailto:tenantengagement@broadlandgroup.org)



# Housing for Over 55s Panel (HOP)

Chris Poole (Chair) and Gary Chapman (Vice Chair) were joined by around 18 regular attendees for the HOP meetings over 2022.

The panel looked at:

- Our pets policy
- Housing, repairs & out of hours telephone service
- How to save energy at home course with WEA
- Environmental issues and what Broadland are doing
- Norfolk Safeguarding Adults Board and how to raise a safeguarding concern
- and lots more!



## HOP meetings 2023

- Tuesday 17 January (Norwich) We will be joined by Friends Against Scams, a National Trading Standards Scams Team initiative to protect and prevent people from becoming victims of scams
- Tuesday 21 March
- Tuesday 23 May
- Tuesday 18 July
- Tuesday 10 October

All meetings will be held from 11am – 2pm (venues to be confirmed). We can provide transport to the meetings for you.

### Want to join the HOP panel?

Get in touch – email [tenantengagement@broadlandgroup.org](mailto:tenantengagement@broadlandgroup.org) or call 01603 750113



# In the garden shed with Jane

Greetings to all our gardeners, indoors and outdoors! I wish you all a very happy and enjoyable New Year.

Lots of people think that winter is a quiet time, with not much to do in the garden. How wrong they are!

## Outdoors

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.

## Indoors

If you have indoor plants, move them to a sunny spot to give them as much light as possible in the shorter winter days. Don't overwater – it's better to spray daily.



January to April is when the seed catalogues land on the doorstep and the shops are full of seeds, gadgets and all manner of goodies for the gardener that we didn't know we needed until we saw them. Beware! I've learnt over the years - take a deep breath and check what you have and what you need. Tools can be sharpened and cleaned ready for the spring. Seeds have a long shelf life - if one crop gave a good result, then sow them again this year.



## Date for your diary

Seed swap!

Sunday 19 February, 3 pm

St Mary Magdalene Church Hall, Silver Street, Norwich

Seed swaps are great fun and a chance to meet like-minded people. You don't have to bring any seeds. I hope to see you there!

## Wool seed pots

This year I'm trying out wool seed pots, instead of plastic. They are made from British wool and totally biodegradable.



I'm trying two different methods:

1. directly planting into the soil, so as not to disturb the root system
2. taking the seedling out of the pot and planting, saving the pot for reuse.

Wool pots are available online and garden centres. I'll let you know how I get on in the next issue.

Don't forget, you can sow all manner of seeds on a windowsill, bringing them on ready for early spring planting out. I'm hoping for a better growing year in 2023 and that Mother Nature is kinder to us. However, I am looking at drought-resistant crops and plants for future cultivation.

Enjoy this coming season. Remember, spring is just around the corner!

Jane





**Congratulations** to our tenant Mr Lawlor, who has won a £25 LoveToShop voucher in our October Wordsearch competition.

**Win  
£25!**

# Competition!

**Enter our prize crossword competition for a chance to win a £25 Love2Shop voucher.**

**Closing date: 31 March 2023.** One entry per person, Broadland Housing tenants only. If there is more than one correct entry, the winner will be chosen at random.

**Good luck!**

**To enter:**

\*\*\*Please add your **full name and the first line of your address** when entering\*\*\*

**Email**

Send a photo of your entry to [tenantengagement@broadlandgroup.org](mailto:tenantengagement@broadlandgroup.org)

**Online**

Go to <https://crosswordlabs.com/view/winter-crossword-2023> and email us a screenshot of your entry

**Post**

Tear off and post your entry in an envelope to Tenant Engagement, Broadland Housing, NCFC, Carrow Road, Norwich NR1 1HU

**Across**

- 1. Take yourself to bed with it
- 4. Gloves with no fingers
- 7. Sleep all winter
- 8. Hot drink with marshmallows
- 10. Another word for cold weather
- 11. Trees that do not lose their leaves

**Down**

- 1. Makes beautiful patterns on outdoor plants
- 2. Fairytale house is made of this
- 3. Don't slip on it!
- 5. Has a carrot for a nose
- 6. Bird with a red breast
- 9. Rain with ice in it

