

Door to Door

Your local tenant magazine

May 2023



**BROADLAND
HOUSING**

Celebrating
60
YEARS
1963-2023



**Home safety checks
Important! – see page 7**



**Tenant Assurance
Panel – see page 14**



**Gardening Competition
2023 – see page 18**

We are listening, get in touch



broadlandgroup.org

Celebrating 60 years

This year marks the 60th anniversary of Broadland Housing Association!

The Association was formed in 1963 and we built our first scheme, at Shipfield in Norwich, in 1967. Today we provide more than 5,000 family homes, modern apartments, sheltered and housing with care schemes across Norfolk and north Suffolk.

Win a unique souvenir

To celebrate, we have commissioned local artist Owen Mathers to design a special 60th anniversary souvenir. Turn to the back page to find out how to win one of our unique tote bags.

www.owenmathers.co.uk/work

- How long have you lived in your Broadland home? To continue our birthday celebrations this year, we are looking for Broadland's longest tenant. If you have rented from us for several decades, please contact Paula Strachan: 01603 750283, paula.strachan@broadlandgroup.org



BROADLAND
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Celebrating

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Energy-efficiency funding success

As a member of Independent East, Broadland will receive £815,913 from Wave 2 of the Government's Social Housing Decarbonisation Fund (SHDF Wave 2.1) to improve the energy efficiency of its homes.

Justin O'Connor, Assistant Asset Director, said:

"This funding shows what our effective partnership with Independent East can achieve. It will help to improve the energy efficiency of our tenants' homes when fuel bills are at a historic high. We will be focusing on improvements to five of our schemes, upgrading them to carbon-friendly

heating systems and electricity-generating solar panels, ensuring that the energy performance increases to a minimum 'C' rating."



Helping to end homelessness

We were delighted to hand over 12 new 1-bedroom homes to our partners Norwich City Council and Breckland Council recently. The 5 homes at Ketts Hill (Norwich) and 7 at Elm Road (Thetford) will house people who were formerly sleeping rough on the streets, using funding from the Government.



Window cleaning

Over the past 6 months, we have struggled to maintain our in-house window cleaners. You may have noticed new staff over this period unfortunately, because of this.

We have been recruiting for 2 new window cleaners and this process will take a couple of months to complete. During this time you may have fewer window cleaning visits.

As this function is service chargeable, we will be refunding you for the lack of visits (where applicable). You will be advised if this applies in your actual service charge statements, which will be provided to you within the next 6 months.

Sorry for any inconvenience this may cause.



Tenant Perception Survey

Following the tragedy of Grenfell, the Regulator of Social Housing has set out new standards that all social housing providers must follow. These came into effect on 1 April 2023.

The new standards include the Tenant Satisfaction Measures. The Regulator of Social Housing requires us to survey all our tenants, asking a standard set of questions (see below). The Regulator will use this information to look at how we are providing services to you, and importantly, what you think about these services.

We are carrying out 2 surveys, one in May and another in October (the October survey results will be submitted to the Regulator). We will need to submit the survey results to the Regulator in April 2024.

The survey is not compulsory. However, we really appreciate you taking the time to complete it and sharing your feedback. The survey takes approximately 4 minutes to complete.

Sample of the printed survey



Tenant Perception Survey

Once you have completed the survey, please return to us in the self addressed envelope enclosed, there is no need to add any postage.

1. Taking everything into account, how satisfied or dissatisfied are you with the service provided by Broadland Housing?

<input type="checkbox"/> Very satisfied	<input type="checkbox"/> Fairly satisfied	<input type="checkbox"/> Neither satisfied nor dissatisfied
<input type="checkbox"/> Fairly dissatisfied	<input type="checkbox"/> Very dissatisfied	

2. Has Broadland Housing carried out a repair to your home in the last 12 months?

Yes / No

If yes, how satisfied or dissatisfied are you with the overall repairs service from Broadland Housing over the last 12 months?

<input type="checkbox"/> Very satisfied	<input type="checkbox"/> Fairly satisfied	<input type="checkbox"/> Neither satisfied nor dissatisfied
<input type="checkbox"/> Fairly dissatisfied	<input type="checkbox"/> Very dissatisfied	

3. Has Broadland Housing carried out a repair to your home in the last 12 months?

Yes / No

If yes, how satisfied or dissatisfied are you with the time taken to complete your most recent repair after you reported it?

<input type="checkbox"/> Very satisfied	<input type="checkbox"/> Fairly satisfied	<input type="checkbox"/> Neither satisfied nor dissatisfied
<input type="checkbox"/> Fairly dissatisfied	<input type="checkbox"/> Very dissatisfied	

4. How satisfied or dissatisfied are you that Broadland Housing provides a home that is well maintained?

<input type="checkbox"/> Very satisfied	<input type="checkbox"/> Fairly satisfied	<input type="checkbox"/> Neither satisfied nor dissatisfied
<input type="checkbox"/> Fairly dissatisfied	<input type="checkbox"/> Very dissatisfied	

5. Thinking about the condition of the property or building you live in, how satisfied or dissatisfied are you that Broadland Housing provides a home that is safe?

<input type="checkbox"/> Very satisfied	<input type="checkbox"/> Fairly satisfied	<input type="checkbox"/> Neither satisfied nor dissatisfied
<input type="checkbox"/> Fairly dissatisfied	<input type="checkbox"/> Very dissatisfied	<input type="checkbox"/> Not applicable/don't know

6. How satisfied or dissatisfied are you that Broadland Housing listens to your views and acts upon them?

<input type="checkbox"/> Very satisfied	<input type="checkbox"/> Fairly satisfied	<input type="checkbox"/> Neither satisfied nor dissatisfied
<input type="checkbox"/> Fairly dissatisfied	<input type="checkbox"/> Very dissatisfied	<input type="checkbox"/> Not applicable/don't know

What we must submit to the Regulator

We will not submit any tenant's individual answers to the Regulator.

The Regulator requires us to pull all the information together and give an overview of how many people answered within a range of categories (for example, age, ethnicity, geographical location, type of housing), to make sure that everyone is represented fairly.

How we will keep your data safe

To keep your personal information safe and to meet the requirements of the Regulator, we have issued each household with a unique number. This number is only known by a few individuals within Broadland. We will not use it for any other purpose except this survey.

How we will use the survey results

We will share the overall survey results with the Regulator, as required, plus: Our Board, Broadland staff, our tenant panel - the Tenant Assurance Panel, on our website and in Door to Door.

The overall results will also be shared as a performance benchmarking exercise with Independent East and other housing organisations. We will use the data to identify areas where we can improve our services.

How you will get the survey

Wherever possible, we will email or text you a link to the online survey.

If we do not have an email address or mobile phone number for you, we will post a paper copy of the survey to your home. If you would prefer a digital copy, please contact tenantengagement@broadlandgroup.org with your email address/mobile phone number so we can update your records for future surveys.

If you have any issues with completing the survey, please get in touch.

Estate Services standards

Tenants have been telling us that you would like more information about the services we provide to you.

Some tenants will receive a grounds maintenance service from us, which is paid for through your service charge. This service maintains any external communal areas that are shared by tenants.

We have produced some service standards with more information about what we will do when we visit. We will display these standards in communal areas and on the website over the coming months. This will also give you information about how often we visit where you live.

We would like to thank the tenants who worked with us on the draft standards. The feedback and discussion really helped shape the standards, with a focus on what you felt was important from the service.

We are doing a similar exercise with our cleaning standards. We will be sharing the standards with you over the coming months, alongside some new ways for you to give us feedback about the standards to help us improve.



Complaints update

We continue to receive a consistent level of formal complaints. The main reason for complaints is repairs. This is not surprising as repairs are the service we carry out the most and the main reason our tenants contact us. The number of complaints we receive is approximately 2% of the number of repairs we carry out each month.

We know we need to improve our performance on responding to formal complaints in the published timescales, and we appreciate your patience while we work to improve in this area.

Opportunities to learn

Complaints are an opportunity for us to learn about how we can improve our service. Some of the learnings we have identified in January-March this year include:

• Monitoring follow-up actions

If actions identified from a stage 1 complaint cannot be resolved straight away, we now record and report them to our Leadership team on a regular basis, to monitor them and ensure they are completed in the agreed timescales.

• Repairs

We need to improve our text and email communication to tenants, so they identify the repair we are visiting to carry out.

• Fire safety

After a complaint about the high number of false alarms in a block of flats from the fire detection, we identified that changing the heads of the smoke detectors would reduce the number of false alarms.

We are presenting an overview about our complaints performance to the Tenants Assurance Panel in May to hear how we can improve.

The Housing Ombudsman service is available to help tenants at any time during the complaint process. You can contact them at:

🌐 www.housing-ombudsman.org.uk

✉ info@housing-ombudsman.org.uk

☎ Tel. 0300 111 3000

📍 Housing Ombudsman Service, PO Box 152, Liverpool, L33 7WQ

Dale Wordley, Assistance Maintenance Director

Dale joined Broadland in November. Previously, he worked as Operations Director for Norwich City Council Repairs, and Head of Customer Experience and Insight at Flagship Housing.

What are your first impressions of Broadland?

I've seen that Broadland really care for their staff. I've met a great group of people here and I've also enjoyed meeting tenants (e.g. at the HOP and TAP), the people we're here to serve.

What you are responsible for in your role?

I oversee all Broadland's repair and maintenance activities (scheduling, responsive repairs, aids and adaptations, planned maintenance and empty properties). I work closely with the Operations team. Local Delivery is a real gem for Broadland – providing a platform for staff to be familiar with the tenants and properties in their area. We'll be focusing on scheduling to improve Local Delivery in the next financial year.

What is your vision for the Repairs service?

We do some great things in our Repairs service but sometimes we don't get it right. I would like to see more consistent delivery, and also a more human touch, so that tenants feel like we listen and care. That's why getting tenant feedback, good and bad, is so important, so we can improve.

What are your current priorities?

1. Be ready to comply with the TSM (Tenant Satisfaction Measures). It's wonderful because it sharpens all aspects of what we do.

2. Review our out-of-hours process – the feedback is that we could improve
3. Make sure our empty homes processes are great and our ('void') policy is still relevant
4. Work with scheduling/IT teams to further develop the great service we want to provide
5. Work with our Data team to truly understand how we are performing and act on that information

What would you say to tenants who've been waiting their repair?

I would first apologise. I appreciate your patience and hope you understand that all businesses, not just Broadland, are affected by the impact of Covid. We've now progressed through the repairs backlog, and I'm hoping tenants will see an improved Repairs service within the next 12 months.

What can tenants do to help us improve our Repairs service?

1. Please tell us if you can't make your repair appointment, especially your gas or electrical safety check. It's very important we gain access to keep tenants safe.
2. Always complete your repair feedback request. I read every single one each month!
3. Get involved in one of Broadland's tenant panels.



About Dale

Community

"I come from the tools – I'm an electrician by trade, but community is a big part of who I am. I've been a charity trustee, a parish councillor and I'm planning to set up a new charity to raise awareness of the importance of bees."

Roots

"I was born and raised in Norwich (we moved to the country in 2014). I was brought up in social housing and many of my relations still live in social housing, so I understand how important it is."

Family, pets?

"Married, two 12-year-old boys, 3 cats and ½ million bees!"

Hobbies

"Beekeeping! My wife bought me a beehive and I'm the sort of person who can't help it but to jump straight in. I've always loved music, and play guitar and saxophone."

Electrical safety checks IMPORTANT!

As your landlord, we have a duty of care to carry out an electrical safety test at your home. We need to check that the electricians are safe and working correctly. When you sign your tenancy agreement, you agree to let us into your home to do this test.*

We currently have very high numbers of properties that we can't get into on the day of the check because the tenant is out. Missing your electrical safety check increases the risk of an electrical fire from faulty wiring or overloaded installations!

It is really important that we complete your electrical safety test.

We will write to you with details of your appointment. You will also receive a text and email from us. Help us keep everyone safe - let us know if you will not be at home or if the day/time is no longer convenient because of illness etc.

Please call 0303 303 0003 ASAP to rearrange your appointment.

** If we are repeatedly not able to gain access to your home, we may have to start legal proceedings against you. We would seek an injunction against you requiring you to grant access on a date without further notice. In this case we would also seek to recover legal costs. If an injunction is granted against you, please note that failure to comply is contempt of Court and could result in the Court issuing a sentence.*



What happens in an electrical safety check?

The inspection will look for overloaded electrical installations, potential electric shock risks/ fire hazards and any defective electrical work. The electrician will make safe any immediate hazards before they leave your home.

- The electric check usually takes around 4 hours in total
- During this time, your power will be switched off for 2-3 hours
- Please ensure there is easy access to the consumer unit (fuse box) – you may have to move furniture etc away
- The electrician (Broadland or our contractor, Facit Testing) will provide ID on their arrival

If you have any queries about your safety check, please call 0303 303 0003 or email our team at electricalsafety@broadlandgroup.org

BBQ fire warning

If you have a balcony or terrace, remember that hot embers can catch fire and spread quickly across the outside of the building:

- PLEASE avoid smoking
- NO BBQs or electric grills
- NO firepits, patio heaters or chimineas
- NO candles or incense

You can find lots more home fire safety guidance on our website: go to 'Tenants' - 'About-your-Broadland home' - 'Fire safety'

#TestItTuesday



Time to get testing - working smoke alarms SAVE LIVES!

Make sure your home smoke alarm is working correctly! Please report any faults to Customer Services as soon as possible.

Tenant Experience Survey (TES) 2022

We have been analysing the results, and tenants raised some common themes. Here's what we are doing as a result...

Theme	Response
Repairs "Waiting too long for repairs"	TES was carried out in 2021/2022 and we no longer have a backlog of repairs, so situation is improving. However, we acknowledge we can still do better. We are actively working to improve the Repairs service (see p5). We are recruiting a new maintenance Team Leader for South Norwich - a new role which will focus on improving the quality of our repairs/first-time fixes as well as driving service improvements.
"Lack of communication about repairs" "Continuous issue with mould"	See 'Communication' below The media has raised awareness of damp and mould in social housing. We have recently put measures into place to record, track and deal with these issues more quickly and effectively. However, if you have damp and mould, please get in touch with us so that we can come and look at it as soon as we can.
"Feels like maintenance is not a priority anymore" "Poor quality of some repairs"	See 'Broadland staff' below We know the quality of some repairs isn't up to standard. We are focusing on quality improvement and improving our contractor management process, including inspecting works more closely.
Communication "Poor – either not getting back at all or long wait for response" "Customer Service phone lines waiting times is poor"	Staff are now assigned enquiries to ensure they take ownership of the issue. We are currently updating our Customer Charter and service standards. This will include how quickly Broadland staff should respond to tenant enquiries. We will consult with the Tenant Assurance Panel and more widely with tenants on this.



"Difficult to contact Broadland"	<p>There are a range of ways to contact us - online, email, social media, letter. We are also aiming to complete 3 Out and Abouts a month in each neighbourhood area (see 'Visibility' below).</p> <p>If you call Customer Services, after 2 minutes you will get the option of a call back. Use this option so that you don't have to wait on the line for us to answer.</p>
Visibility "Want meetings with neighbourhood staff on scheme or in Broadland office"	<p>During lockdown we had to operate differently. Many staff are now hybrid home workers and not always based at an office. However, you can request an appointment at our office. We have also reintroduced 'Out and About' (see p15), so we can visit as many tenants as possible. There will be drop-in surgeries, twilight walkabouts and larger scheme events also taking place throughout the year.</p>
Anti-social behaviour "ASB not properly dealt with"	<p>Managers review ASB cases monthly and set targets for staff. We use a dedicated portal to log all official ASB cases.</p> <p>We are planning some additional communications to tenants on our website/social media about the challenges of tackling ASB. A print version of our ASB leaflet is available on request and is published on our website.</p>
Broadland staff "Employing wrong people for the job who lack passion" "Staff on the frontline do not have enough time to do their job right" "You over-promise and under-deliver" "Neighbourhood Officer keeps changing"	<p>We always aim to do our best but sometimes fall short of this. We try to learn from our mistakes. Due to the financial pressures on Broadland over the next 12 months and beyond, we need to focus our priorities in the right places. We will be realistic with tenants about what is achievable in the budget and timescale.</p> <p>We try to keep our housing staff consistent so that you can build a rapport with local teams. It is difficult for us to plan for situations such as maternity leave or people leaving the organisation. We have made some changes to local housing teams recently – see our website for latest updates.</p>

Improving our allocation process

Sarah Mantle, Delivery Team Manager, explains:

Since Covid we have made changes to our property allocation process, for example using technology for virtual viewings and digital sign-ups for new tenants. While these new ways of working increase our efficiency, we have identified some inconsistencies.

It's important that we have a consistent, effective letting process that benefits both our tenants and staff.

I am currently carrying out a review of how we allocate properties, speaking face to face with the individual staff involved in the letting process. I will talk to Neighbourhood Officers, local housing officers, Scheme Managers, the teams who prepare the empty properties for new tenants, and also the managers of our Rent and Tenancy Support teams.

As part of the review, I am mapping out the stages of the allocation process: pre-viewing, viewing, interview, sign up and post-tenancy. The review will look at all the stages and the processes involved, identifying the risks and then collating any bright sparks and ideas from the team. I will also carry out the same process with some external partners, and then with tenants who have started new tenancies with us within the past 12 months.

I hope to have the initial stages of the review completed by the end of April. We will then review all the information to see what changes need to happen from there. We will share any updates in a future issue of Door to Door.

We want to learn from your experiences and feedback. If you have moved into one of our homes in the last year, we would love to talk to you. Please contact sarah.mantle@broadlandgroup.org



No fly tipping!

What is fly tipping?

The illegal dumping of waste. This includes anything from a single bag of waste to an item of furniture that is dumped next to your household/communal bin or on public land.

Fly tipping is a growing problem across all our schemes in Norfolk and north Suffolk. It is annoying for our tenants and costly for us to remove.

If you see someone dumping household rubbish near your home, please call 0303 303 0003 to report it immediately.

Don't break the law

Dispose of bulky items legally:

- Try the Freecycle website (www.freecycle.org)
- Contact a charity who may collect your unwanted furniture and electricals free of charge. These include:

- British Heart Foundation
- The Benjamin Foundation
- Sue Ryder

- Emmaus Norfolk and Waveney
- If you live in Norwich, you can drop items off free at the reuse centre on Swanton Road www.swantonreuse.fccenvironment.co.uk Alternatively, the city council will collect from you for a fee. Prices start at £24.50 for one item www.norwich.gov.uk/BulkyWaste.

For full details of recycling facilities near you, contact your local council.



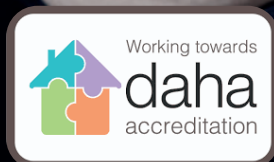
Rubbish amnesty, Wilberforce Road, Norwich
When we hold events at our schemes, we sometimes offer a 'rubbish amnesty' when we will take away bulky items for you. This one filled several vans!

Domestic abuse – get help

- 24/7 national domestic abuse helpline 0808 2000 247
- Men's Advice 0808 801 0327
- LGBTQ+ 0800 999 5428

Zero tolerance approach

Last year we started working towards Domestic Abuse Housing Alliance (DAHA) accreditation, the UK benchmark for how housing providers should respond to domestic abuse. This work will continue to ensure we provide a safe and effective response to domestic abuse.



Bright Sky

The Bright Sky mobile phone app is free to download with support and information for anyone in an abusive relationship or concerned about someone they know.



FREE children's football in Norwich!

We're now offering weekly Premier League Kicks football and workshops in Norwich. This follows the success of our programme in King's Lynn last year.

The Kicks sessions, run by the Community Sports Foundation, are free to Broadland Housing tenants. The activities encourage children to be active, make friends and improve their confidence and social skills.

Children will need to wear sports kit and trainers. If you need some help with these items for the sessions, please let us know. We may be able to help.

Book direct on our website (home page) or call 01603 750113.

When: Every Thursday 4-5pm (term time only)

Where: Carrow Park, opposite Norwich City Football Club, Carrow Road



Housing for over-55s Panel (HOP)

The March meeting was really well attended and I was able to introduce several new members to the panel. Our Vice Chair role is still vacant, so please come forward if you are interested!

We had two presentations. Dale Wordley, the new Assistant Maintenance Director, talked about the repairs service and convincingly [see page 6] presented his vision for taking the service forward. We will invite Dale back next year so we can grill him on how his vision is working.

After lunch it was HOP's good friend Stephen Codling, Local Delivery Manager for South Norwich. He talked about tackling anti-social behaviour (ASB), particularly drug taking and extreme noise. Issuing warnings and providing support can usually deal with it, but when it becomes extreme there are fewer routes to pursue. Legal action is expensive and frustrating for all, with strict guidance on evidence gathering, which can prove tedious for those affected. No doubt the subject will be returned to in the future. Both speakers stayed to chat with members afterwards.

The final section consisted of a hello and an au revoir. We thanked Stephani Davis for her support and commitment to launching HOP. Because of her new responsibilities, Stephani has handed over the reins to Katie Docherty, Senior Local Delivery Manager. I'm sure Katie will provide a welcome injection of youthful energy to us old dodderers! But Stephani will continue to pop into our meetings occasionally, even if it's just for the Christmas do.



Chris Poole

Chair

Want to join the HOP panel?

All meetings are held from 11am–2pm. We can provide transport to the meetings if needed.
Next meetings:

- Tuesday 23 May – Age UK's services and activities
- Tuesday 18 July
- Tuesday 10 October

For more information, email tenantengagement@broadlandgroup.org or call 01603 750113.

Tenant Assurance Panel (TAP)

Our new TAP panel has met monthly since January. The 8 members have now agreed their terms of reference and code of conduct.

As part of their induction, TAP have received presentations from our leadership team on:

- Broadland's values and future direction - Michael Newey, Chief Executive
- financial strategy - Iain Grieve, Executive Finance Director
- maintenance of our homes - Justin O'Connor, Assistant Asset Director
- repairs and scheduling - Dale Wordley, Assistant Maintenance Director
- Complaints handling – Stephani Davis, Assistant Housing Director

Going forward, TAP will look at Broadland's quarterly Key Performance Indicators and review our communication about the Regulator for Social Housing's new Tenant Satisfaction Measures. They will also look at the feedback from this survey and suggest how we can make improvements to our services.

Actions completed

In response to TAP requests we have:

- suggested how tenants can avoid hard water issues in their home (go to 'Our homes and services – hard water tips' on website)
- reminded tenants what repairs they are responsible for (go to 'Tenants – repair recharges' on website)
- provided the number of repairs reported by Broadland staff

Next focus

The panel will next elect their Chair, and look to recruit new members from Dereham, King's Lynn, Great Yarmouth, Gorleston and surrounding areas, to ensure all Broadland's neighbourhoods are represented. Please contact paula.strachan@broadlandgroup.org if you are interested.

To find out more about the role of TAP, go to 'Get involved – Tenant Assurance Panel' on our website.

**All welcome:
Saturday 10 June -
Communication
Bootcamp!**

Tenants are telling us we need to improve our communication on repairs. We want your views on how to improve this. Book your place at tenantengagement@broadlandgroup.org



Community Noticeboard

OUT & ABOUT 2023

Look out for your invitation of when we are visiting your scheme via email, text or in the post! Please note, these dates may change. For latest info, please see the 'Events calendar' on our website

Monday 5 June	Olive & White Moth
Wednesday 7 June	Acland Mews
Wednesday 7 June	College Court & Carlton House
Friday 9 June	Bishy Barnebee Way
Monday 12 June	Broom Close
Wed 14 June	St Johns Way
Tuesday 20 June	The Lathes
Wed 21 June	Hailey's Court
Thursday 22 June	Pleasance Close
Friday 30 June	Mildenhall
Tuesday 4 July	Brennan Bank
Wednesday 5 July	Stickleback Lane, Pike Lane & Sandpiper Way
Wednesday 5 July	Fieldview
Thursday 6 July	Housden Court & Halifax Crescent
Tuesday 11 July	Bungay Road & Orchard Valley
Thursday 13 July	Rafeman Close
Wednesday 19 July	Vanguard Court
Wednesday 19 July	Blything Court & Carlford Court
Wednesday 26 July	Wensum Way
Thursday 27 July	Elizabeth Fry Road, Gould Road & The Avenues
Wednesday 2 August	Bloomsbury Close
Thursday 3 August	Bell Close
Monday 7 August	Patricia Hollis House
Wednesday 9 August	Lime Kiln Close
Thursday 10 August	Sorrel & Campion House
Monday 14 August	Dodmans Close
Wednesday 16 August	Oulton Court
Thursday 24 August	Oak Street



Coming to your area!

Attend your Community Conversation in person or via Zoom. Book your place now at tenantengagement@broadlandgroup.org or call 01603 750113.

- 17 May at 6.30pm (online) East
- 14 June at 6.30pm (in person) Norwich North
- 12 July at 6.30pm (in person) West
- 15 August at 6.30pm (in person) Norwich South
- 13 September at 6.30pm (in person) East
- 18 October at 6.30pm (online) Norwich North

If you can't make it on the day, email us your comments at www.broadlandgroup.org/tenants/get-involved/community-conversations/



Live chat on Facebook

We held a live Facebook chat in February. Matthew O'Brien, Welfare Benefits Advisor, and Philip Yates, Tenancy Support Coordinator, discussed welfare benefits and how they can help tenants with the rising cost of living.

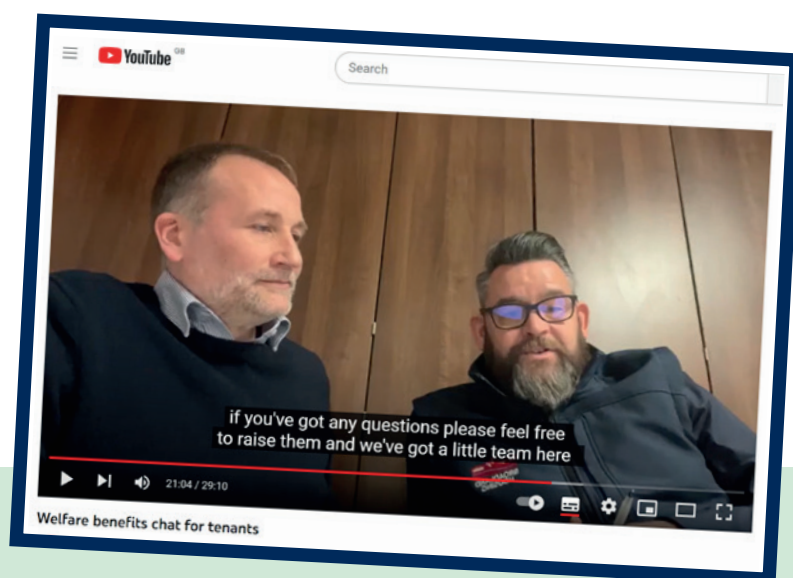
Matthew can:

- check you are getting the benefits you are entitled to
- claim the payments that are rightfully yours
- challenge any benefit decisions made against you.

Philip's team can support and signpost you to expert help with budgeting, money and debt issues, free training/employment skills, better health and wellbeing.

- Watch a recording of the chat on our YouTube channel www.youtube.com/@broadlandhousing7943 'Welfare benefits chat for tenants'

- Find useful links on our Tenant Support pages at www.broadlandgroup.org/tenant-support/
- Follow us on Facebook www.facebook.com/broadland/ for news and free or low-cost activities in your area!



Helping tenants increase their income

Matthew and Broghan Scully, Income Recovery Assistant, visited all our sheltered housing schemes this winter, offering tenants a Welfare Benefit Check. Older people often do not realise they can claim for benefits such as attendance allowance, pension credit and housing benefit, or how to apply.

As a result, Matthew and Broghan helped one tenant increase their annual income by over £6,500, and another tenant by £3,500!

If you would like help to claim welfare benefits, please contact matthew.obrien@broadlandgroup.org

Struggling to pay your rent?

Our rents increased this spring. If you are struggling to make a rent payment, please contact your Income Officer, who may be able to help. To find your Income Officer, search 'Talk to us about your rent' on our website and enter your postcode, or call Customer Services ASAP.

Matthew and Jo Masterson, our Income Team Leader, have filmed some short videos about rent and income – look out for them on our social media!

Out and about in Yarmouth

It was great meeting tenants at Braham's Court, Great Yarmouth on our recent Out & About visit. Broadland staff volunteers repainted benches, replanted lavender and repainted the circular brickwork in the front courtyard, and cleaned the ground floor windowsills. Thanks to everyone who joined us and for giving your feedback about how we can improve our services.



Spring colours in the communal garden at Oulton Court. Great work by our Estates team

Egg-citement all around!

Neighbourhood Officer Michelle Hepburn surprised children at our temporary housing in King's Lynn with a delivery of 50 Easter eggs. The eggs were among 1000 donated by Radio West Norfolk listeners for local charities. Michelle was interviewed on the radio by Simon Lowe and thanked everyone for their generosity.



Easter celebrations at housing with care schemes, thanks to our NorseCare partners








Ivy, who lives in Dereham, celebrated her 100th birthday recently. Many happy returns, Ivy!



Gardening Competition 2023

Do you love your garden? Enter our 2023 Gardening Competition! Entry is open for all types and styles of garden - there's a category to suit everyone:

This year's categories:

-  Best Garden
-  Best Small Garden
-  Best Communal Garden
-  Best Patio, Courtyard or Balcony
-  Best Edible Garden
-  Best Hanging Baskets

For more information on what the judges are looking for in each category, please visit our website.

Lots of prizes!

Winners & runners up in each category will receive a £20 or £10 voucher of their choice. There will also be an overall winner who will receive a £50 voucher of their choice!

Enter today

You can enter any time up to Friday 16 June 2023. Broadland Housing tenants only. Our panel of judges will visit each garden in person at the beginning of July (dates to be confirmed). The judges will include our 'gardening guru' Jane (see opposite).

Visit broadlandgroup.org go to 'Get involved!'

Email: tenantengagement@broadlandgroup.org

Tel: 01603 750113

Good luck!



Some of last year's winners...



In the garden shed with Jane

Greetings to all our gardeners. Spring is here and summer is fast approaching, so it's a busy time in the garden and indoors.



Tool tips



Light and easy

If, like me, you find standard garden tools heavy to lift, try a lightweight aluminium fork and spade, available online and in garden centres. These tools only weigh 1-2 kg. I've found that I can dig for a lot longer!

Longer handles

A day bending over weeding and planting can result in backache, but long-handled trowels and hand forks can be helpful.

Raised beds

A more permanent solution is to invest in raised beds, which come in a range of sizes and prices. A cheaper alternative is to make your own from old pallets - you'll find lots of inspiration online or in books in the library. Why not have a go and send us a photo?

Free indoor tools!

You can buy small tools for indoor gardening and window boxes, but I tend to use old cutlery and cooking utensils. Think recycling and your tools don't cost anything!

Slug and snail control

This time of year all the seedlings and tender plants are growing beautifully, trying to repay your tender loving care. Unfortunately, every slug and snail within a mile radius thinks you've provided lunch just for them! You know what I mean: lovely rows of baby vegetables and salad one day, the next day it's all gone – nothing, nada!

Here are some ideas that avoid pesticides:

- Protect young plants with mini 'cloches' (made from plastic bottles cut in half, which you can recycle later)
- Encourage natural predators by making your garden more wildlife-friendly. A small pond is a great addition.
- Buy a nematode product and follow the instructions.

- Because slugs and snails feed at night, some gardeners will recommend a fun evening with a torch, hand-picking the offending creatures off the plants. But be careful where you dispose of them. Gastropods have a homing instinct and tend to bring their friends back with them!

Summer jobs in the garden

Get your gardens, window boxes, patios and veg patches ready for the Gardening Competition. Judging will be at the start of July. See page 18. Good luck!

- Protect seedlings from predators. Soft fruit needs protection from birds with netting. Keep hoeing and weeding. Water if weather is dry.
- Re-seed summer salads every 2-3 weeks.
- Harvest anything that's ready. Try new recipes using your fabulous, great-tasting home grown produce!
- Pick garden flowers for friends and family.
- Houseplant care
- Be careful when watering, too much can kill plants.
- Give plants a feed. Fertiliser with equal amounts of nitrogen, phosphorus and potassium is perfect for flowering varieties.
- Repot any plant if the roots are circling the inside of the pot.
- Dust the leaves or gently wipe with a damp cloth.
- A gentle prune can give you some cuttings to start new plants.

Have a wonderful summer. Enjoy your garden, big or small. Love your plants and they'll love you back with glorious flowers or delicious veggies.

Happy gardening
Jane



Competition!

It's our 60th anniversary this year. Join the celebrations by entering our competition to win a special birthday souvenir.

We have 10 tote bags to give away, all featuring specially commissioned artwork by local artist Owen Mathers.

To enter, simply find the red 60th birthday balloons we have hidden throughout this issue of Door to Door.

Broadland Housing tenants only.
Closing date: 31 July 2023



To enter, complete your details below and send to:

email: tenantengagement@broadlandgroup.org

post: Tenant Engagement,
Broadland Housing, NCFC, Carrow
Road, Norwich NR1 1HU

Numbers of balloons

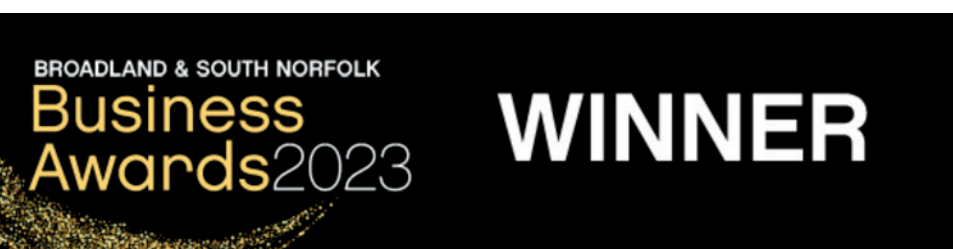
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