



## Door to Door

Your local tenant magazine

August 2023



**Celebrating our tenants' stunning  
gardens - see page 16**



**Meet Rita, tenant for 43  
years! - see page 2**



**Tackling domestic abuse  
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**Summer fun days - see  
pages 10-11**

We are listening, get in touch



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



# Broadland tenant for 40+ years

BROADLAND  
HOUSING

*Celebrating*  
**60**  
YEARS  
1963-2023

As part of our 60th birthday year celebrations, our Chief Executive Michael Newey recently met one of the tenants who has been with us the longest.

Rita Bugg (pictured right) has lived in her Broadland home in Norwich for 43 years. She was one of the first tenants to move onto the scheme when it was new in 1980. Rita brought up her daughter there, and she is now a grandmother and great-grandmother.

Rita said: "When I moved in, there was a real sense of community and I knew all my neighbours. Today I'm one of the oldest tenants on the scheme and I don't get out and about as much to get to know everyone, but I have really lovely neighbours. Broadland has always been an excellent landlord. I'm very grateful for my home."



60th birthday celebrations  
around our schemes





# Tenant Experience Survey

Thanks to everyone who took part in our pilot survey in May. This was really helpful. We will send the full Tenant Experience Survey to all tenants in October, and submit the results to the Regulator of Social Housing.

Just a reminder that we will only use the survey results for an overview of tenants' responses. This is to ensure that people in a range of categories such as age, ethnicity, geographical location and type of housing are all represented fairly. We will not use the data for any other purpose (see Door to Door May 2023 issue).



## Members shout out!



Have you thought about joining Broadland as a member? Members are able to vote at our AGM and help shape our future direction. You also get exclusive invitations to events and presentations (online and in person) where you can talk directly to Board members and our leadership team.

Want to know more? Visit our website (go to 'About Broadland' section) to sign up today or call **01603 750113**.

# Tackling domestic abuse

Since 2022 we have been working towards DAHA (Domestic Abuse Housing Alliance) accreditation, sponsored by Norfolk County Council. The DAHA accreditation will give our staff the tools they need to signpost a tenant, friend, family member or colleague to where they can get help if they are experiencing domestic abuse. As part of this, we recently surveyed all our staff to help identify and address any knowledge gaps in our organisation, so we can focus training going forwards.

For more information, please see the 'Our values' section of our website.

## Resources and support

- Refuge – freephone 24-hour national domestic abuse helpline **0808 2000 247**
- Respect – free Men's Advice line **0808 801 0327**
- National LGBTQ+ helpline **0800 999 5428**
- Bright Sky app - free app, available in 5 languages
- **[www.broadlandgroup.org](http://www.broadlandgroup.org)** – go to 'Tenant support'





# Awards recognition

Our Canary Quay project in Norwich was named Residential Project of the Year in the Constructing Excellence Norfolk 2023 awards.



**LIVING WAGE  
CHAMPION AWARDS**

**SHORTLIST 2023**



In May Michael Newey, our Chief Executive, was a finalist in the Living Wage Champion awards. We have been an accredited Living Wage employer since 2016. You can find out more about the Living Wage in the About us section of our website, under 'Our values'.



## Next of kin

In an emergency or if the worst happens, it's important that we have details of your next of kin.

Many tenants have already nominated a family member or friend as their 'next of kin' contact. If you are happy that this is still the right person, there is no need to do anything.

To nominate or change your next of kin, please contact Customer Services with the person's name and contact details. You need to make sure the person is happy for us to contact them if needed.

**Always tell us if you get a new phone number or email address. Without your latest contact details, we are not able to contact you urgently!**



### GDPR update

We have recently updated our Privacy Notice for tenants. Please see our website for the latest version (scroll to the very bottom). You can also request a printed copy by contacting [tenantengagement@broadlandgroup.org](mailto:tenantengagement@broadlandgroup.org)



## Delays to planned maintenance

Unfortunately, the increased cost of building materials over the last year has squeezed our maintenance budgets. As a result we are prioritising some works and putting others on hold for the time being. You will be contacted directly if this affects you. We are sorry for any inconvenience. We plan to resume our full maintenance works programme as soon as possible.



# Calling Customer Services?

At certain times our Customer Services phone lines can get very busy and there will be a queue to speak to an advisor. If you don't want to wait on the line, try these options:

- **Callback service**  
Choose this option for the next available Customer Services advisor to call you back. You won't lose your place in the queue!
- **Email**  
Send your query via the 'Contact us' page on our website
- **Login to Tenants Online**  
Contact us directly from your account, 24/7.

# Loft space

Please do not store any items in your loft space. This area should be kept clear and it is part of your tenancy agreement.



# Dog fouling

If you have a dog, please dispose of dog mess responsibly. Dog fouling on our schemes is not only unpleasant, it's also potentially harmful because it may contain a parasitic worm called Toxocara.

Young children are at greater risk of contracting Toxocariasis, which can lead to blindness. Children are more likely to come into contact with soil or grass that contains dog mess when playing.

If you don't clear up after your dog, Environmental Health enforcement officers could give you a £80 fixed penalty notice. If you don't pay up, the magistrates' courts could fine you up to £1,000 on conviction.



## Report dog fouling at your scheme

If there is persistent dog fouling at your scheme, please provide your Neighbourhood Officer with as many details as possible:

- The exact location
- Dates and times
- The address of the dog owner

Let's do our part to protect our environment and be responsible pet owners!



# Don't miss essential safety checks

## Electrics

Nearly 90% of electrical fires in the home are caused by kitchen appliances, lighting, portable heaters and TVs. We check all our properties every five years to ensure all your wiring and home electrics are safe.

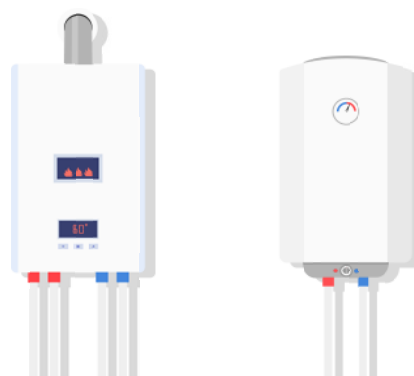
## Test-it Tuesday

Get into the habit of testing your smoke or carbon monoxide alarm once a week. If you find a fault, please report it to **0303 303 0003** so we can repair or replace it ASAP.

## Gas

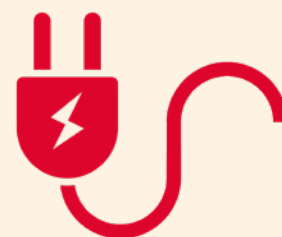
A faulty gas boiler can cause deadly carbon monoxide poisoning, while a gas leak can result in a devastating explosion and fire. We visit your home every year to carry out a gas safety check.

\*\*\*Our operatives cannot carry out these mandatory safety checks if you are not at home for your appointment. If it is no longer convenient, please call Customer Services **0303 303 0003** asap to rebook\*\*\*



## Lithium batteries fire risk

Insurers Zurich have seen a threefold increase in claims for lithium battery fires. Most of these fires are caused by incorrect chargers, defective batteries or items being left on charge too long.



### Avoid a battery fire

- Always use the original charger that came with your phone, tablet, e-cigarette, laptop or mobile device
- If replacing a charger, choose a branded product from a supplier you can trust. Fake chargers may be cheaper, but often do not meet UK safety regulations
- Once your device is fully charged, disconnect it and turn the charger off
- Do not cover the charger or device while it's charging – it may overheat
- Never charge a device on soft furnishings, sofas or carpets. This includes using your laptop power cable in bed!

Source: Zurich Insurance / Norfolk Fire & Rescue



# Home contents insurance

**As a tenant it is your responsibility to make sure the contents of your home and your personal belongings would be covered in the event of loss or damage. Broadland does not insure the contents of your home.**

The My Home Contents Insurance Scheme provides cover for items such as furniture, carpets, clothes, bedding, electrical items,

jewellery, pictures and ornaments against fire, malicious damage, storms or floods, water leaks and theft.

My Home Contents Insurance also offers cover for loss or damage you may be responsible for under your tenancy agreement. Recharges are invoices or bills for repairs etc which are passed to the tenant to pay.

**My Home Contents Insurance has been designed for social housing tenants. To find out more:**

1. See our website – go to 'Our homes & services' section
2. Call My Home on 0345 450 7288
3. Ask your Neighbourhood Officer for an application pack
4. Visit [www.thistlemyhome.co.uk](http://www.thistlemyhome.co.uk) (where you can also request someone to call you back)



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# Around and about







**Key handover to first tenants at Great Hockham**



**Painting pebbles and plant pots at St Katherine's Court**



**Summer fun in Norwich**



**Children's craft activities, Norwich**



**Wildlife area, a joint project with Estate Services/tenant at The Cedars**

# Community Conversations

If you would like to join one of the sessions, contact [tenantengagement@broadlandgroup.org](mailto:tenantengagement@broadlandgroup.org) and we will send you details.

**Remember to put these dates in your calendar!**



## Out and About

Look out for your invitation if we are coming to your area! Please note, dates and times are subject to change. For latest updates, please see the Events calendar on our website in the 'Get involved' section.

Date	Time	Area
Wednesday 6 September	10.30am - 12.30pm	St Johns Way, Hoveton
Wednesday 6 September	2pm - 4pm	Leonard Close, King's Lynn
Thursday 7 September	10.30am - 12.30pm	Hubbard Close, Richmond Road, Wansborough Road, Long Stratton
Tuesday 12 September	2pm - 4pm	George Dance Place, Norwich
Wednesday 13 September	4pm - 5pm	Kingfisher Close, Bradwell
Thursday 14 September	10am - 12noon	Mill Court, Holt
Wednesday 27 September	10.30am - 12.30pm	Bonds Meadow, Lowestoft
Monday 2 October	10am - 12noon	Estuary Close, King's Lynn
Thursday 5 October	10am - 12noon	Lynn Court, Dereham
Wednesday 11 October	10am - 1pm	George Winter Court and Thomas Glover Court, Norwich
Thursday 12 October	11am - 1pm	Double Day Close, Diss
Wednesday 18 October	10.30am - 12.30pm	Howlett Close, North Walsham
Tuesday 24 October	2pm - 4pm	Canary Quay/ Brennan Bank
Thursday 2 November	10.30am - 12.30pm	Samford Court, Worlingham





# HOP Panel report

**At the May HOP (Housing for Over 55s Panel) meeting, Katie Docherty, Senior Local Delivery Manager, talked about Broadland's safeguarding policies to protect tenants from harm and abuse, including domestic abuse, self-neglect and hoarding. There were also speakers from Age UK and the free services they offer older people. The workshop activity focused on how tenants can support their neighbours and develop a community spirit. As a result panel members highlighted the importance of tenants nominating a next of kin contact in case of emergency (see page 6).**

In July, Katie discussed communal rooms at schemes and internet service/access. She flagged up the free training that tenants can access to improve their digital skills. Rebecca Marr, Head of Risk and Assurance, joined the meeting to talk about the GDPR Regulations, Broadland's Tenant Privacy Policy and picked up on the next of kin theme from the May

meeting. The group work this month focused on HOP's achievements to date and possible new areas to look at.

Topics for future meetings included:

- Broadland's Decarbonisation plan
- Security on schemes
- Tenant support service
- Tackling loneliness and social isolation
- Public transport services

Finally, panel members were given a lighting audit questionnaire for their schemes, on where improved communal lighting is needed.

The group will be reporting back with their findings at the next HOP meeting on 10th October, where we will be joined by Broadland's Head of Health & Safety, Corinne, and Electrical Manager, Chris. Please let us know if you'd like to join us. Head to our website to find out more or call **01603 750113**.

*Chris Poole*

Chair

# Tenant Assurance Panel (TAP)

**Our Tenant Assurance Panel (TAP) continue to meet monthly:**

## May

Stephani Davis, Assistant Housing Director, delivered a presentation about Broadland's complaints process and how we are improving the way we handle issues for tenants when things go wrong with our homes or services.

## June

Andrew Savage, Executive Development Director, gave a talk on Broadland's development strategy for building new homes.

## July

Brian Walshe, Head of Fire Safety, discussed Broadland's approach to fire safety and the measures we have taken to comply with the new Building Safety Act regulations.

In each session, panel members have enjoyed discussions with the speakers and asked plenty of questions, holding Broadland to account. The panel now has a Chair (Dusty) and two Vice Chairs (Marc and Maria, pictured right), who have now completed their Chair training with TPAS. Thanks to all for taking on these roles.



**By tenants, for tenants**

## We're looking for new members

**Join our Tenants Assurance Panel and help us keep on improving.**

For more information about TAP, go to the 'Get involved' section of our website or call Paula Strachan 01603 750283.

“  
Could this  
be you?  
”



# Gardening Competition Winners

Thank you to all the talented gardeners who entered our 2023 gardening competition. The high quality of entries made it a tough call for the judges!

Jane, our Gardening Guru, was on the judging panel, along with our Environmental Champions. Jane said: "Despite the unsettled weather ranging from deluge to drought, it was an overall excellent show by all our gardeners. There were very colourful displays and a great variety of plants, demonstrating lots of hard work. Well done to everyone."





# 2023 winners

## Judges Choice Award

### 'Best Newcomer'

Ms Sutton

## Best Garden

### Winner

Mrs Daynes

### Runner-up

Mrs Cook

## Best Small Garden

### Winner

Mr Greentree

### Runner-up

Mr Clarke

### Commendation awards

Mrs Hempsall, Mrs O'Creagh  
and Miss Allen

## Best Communal Garden

### Winner

Lloyd Court

### Runner-up

St Katherine's Court





## Best Patio, Courtyard & Balcony

### Winner

Mr Poole

### Runner-up

Miss Martins

### Commendation award

Mrs Humphries



## Best Edible Garden

### Winners

Mrs St Clair and Mrs Wright

## Best Hanging Baskets

### Winner

Miss Perrow

### Runner-up

Miss Allen



All entrants received a certificate. The winners and runners-up in each category also received a Love2shop voucher.



## In the garden with Jane

Greetings to our tenants and gardeners! I do hope that all your hard work, during a difficult growing year, has been productive and beautiful.

### Climate change

I think we have to accept the climate is changing, and the UK may well be in the forefront. Because of the changing weather patterns, I have embarked on a new planting plan for my allotment and patio garden.

I already have a mature apple tree on the allotment, and three years ago I planted a two-year old Bramley seedling, which this year has produced 15 apples and will increase productivity in the coming years. This gave me the idea to enlarge the orchard area with more dwarf-type fruit trees, which will provide a variety of fresh fruit for many years to come.

In between the trees I will sow meadow grass and wildflowers to attract bees and other insects, which will in turn pollinate the fruit.

### Buying fruit trees

This is a long-term investment, so do get advice from the growers at a garden centre or one of the specialist fruit growers who offer a mail order service. Older trees in containers will produce fruit 1-2 years after planting, but they will cost more. Cheaper bare-root young trees are available in supermarkets, but usually take several years to produce a fair crop.

#### What variety?

Whether you buy an apple, pear or plum tree depends on your taste, but a sweet eating apple is always a good investment, perhaps pairing it with a cooker.

Remember, small trees grow into bigger trees! So, ask yourself:

- 🍏 How big do you want your tree to grow?
- 🍏 Is there enough room for it to grow?
- 🍏 Will the tree encroach on the neighbour's garden/space?
- 🍏 Will it shade an area that requires sunshine?





### Planting and care

- 🍏 Plant bare-root trees in November to March
- 🍏 Container-grown trees can be planted any time
- 🍏 Dig a hole 2 ft (60 cm) deep and 3-4 ft (90-120 cm) in diameter
- 🍏 Set a bare-root tree so the top roots are 3-4 inches (7-10 cm) below the surface
- 🍏 Remove a container-grown tree and soil together, and plant surface to surface
- 🍏 Fill the hole with compost and soil
- 🍏 Support the young tree with a stake, angled to point into the wind
- 🍏 Water well, especially in dry weather, for the first couple of years

### Pruning

Check the tree label or consult a gardening book for pruning advice, but the rule of thumb is:

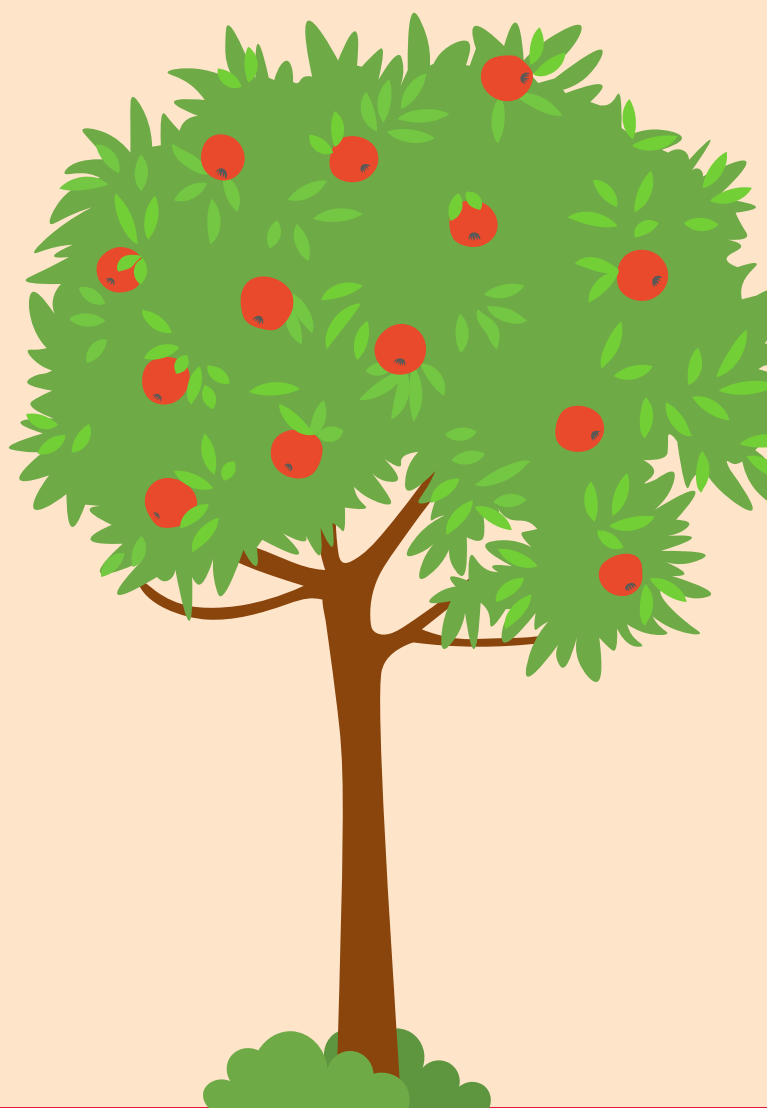
- 🍏 remove any dead branches and twigs
- 🍏 remove anything that looks diseased
- 🍏 cut any branches that are crossing over another branch

Trees are fantastic and we need more of them! One tree planted could last 50 years or more, with very little care from us, and produce delicious fruit over a long period of time. I call that a win-win situation.

**So, if you have a bit of space, why not give it a go? There will be a fruit tree to suit you and your garden, big or small. Even a patio can fit a container dwarf fruit tree and you will have done something to help our Earth.**

Happy harvesting

*Jane*



# Autumn prize crossword



Enter our autumn crossword competition for a chance to win a £25 Love2Shop voucher!



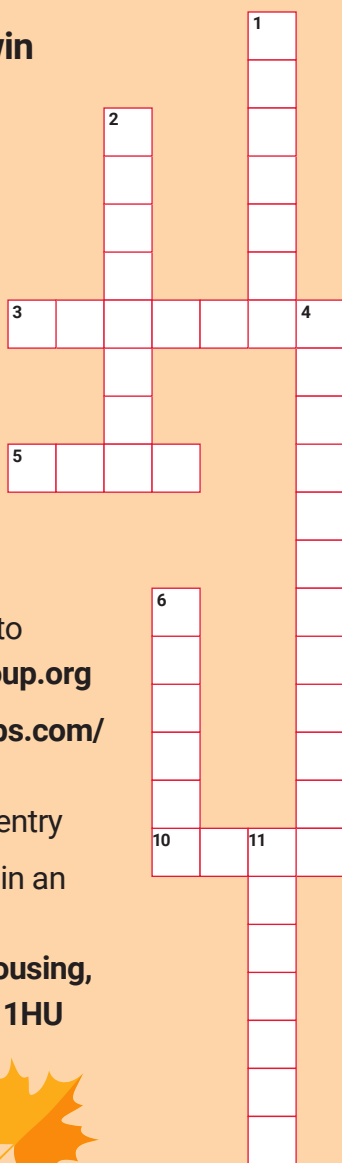
## To enter:

\*\*\*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/autumn-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

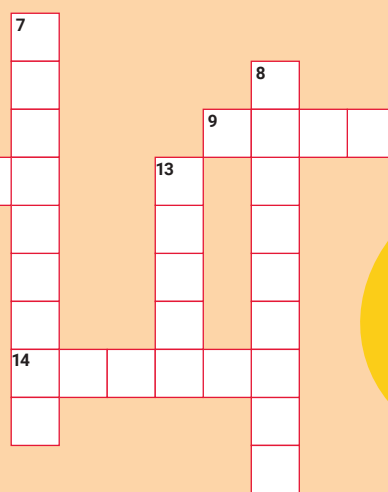


## Across

3. Reap or gather it
5. Another name for autumn
9. Garden tool for tidying leaves up
10. First month of autumn
14. Mix yellow and red for this autumn colour

## Down

1. Creatures that spin Webs
2. Nut-loving rodent
4. Dressing up for sweets?
6. They fall from the trees
7. Frightened birds away from the crops
8. Scary celebration
11. Make into a pie or a lantern!
12. You see it in the early morning
13. Nut of the oak tree



## Congratulations, tote bag winners!

The correct number of balloons in the last issue of Door to Door was 13. Congratulations to the winners, who received a 60th anniversary tote bag: (modelled left by Rita, our featured tenant!)

D Jones  
M Peddle  
J Alexander  
J St Clair

J Fisher & A Chare  
S Trice  
T Craske  
S Colley

C Harvey  
E Lumley  
V Savory  
R Dunthorne

