



Our Services

A short guide to
services we
provide to you

Introduction from Jenny Watson, Chair and Michael Newey, Chief Executive

This booklet aims to provide you with an overview of our services.

Broadland, a not-for-profit charitable organisation, was established in 1963 and exists to help families and individuals in Norfolk and North Suffolk, who cannot afford homes in the open market, access decent affordable housing.

Our primary source of income is rents paid by tenants. We do not normally receive any grant income to cover the management and maintenance of our tenants' homes or our central running costs.

Over the years we have received government grants which, when matched with substantial loans and more recently surpluses from

building homes for open market sale, allow us to build much needed new affordable homes.

We are regulated by the Regulator of Social Housing, which sets standards that we must work to. These are consumer standards as well as governance and viability standards.

This booklet primarily explains how we deliver services as set out by the Regulator's consumer standards.

It is possible to be involved in helping shape and over see our work. Our board includes three tenants, and we also have a Tenant Assurance Panel and other opportunities for engagement.



All the information contained in this booklet is available on our website in much more detail. The leaflets mentioned are available on our website or in paper version. Please contact us on the details on the back page of this document, we are happy to post these to you.

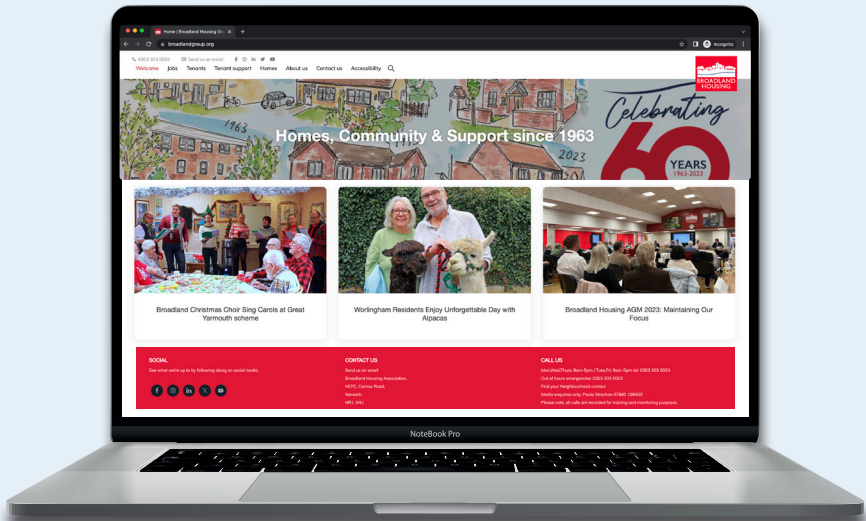
Information can also be provided in large print or translated to a different language, again details can be found on the back page of this document if you require it.

Reasonable adjustments

We understand at times that tenants may need some additional help and support in communicating with us, we welcome the use of advocates to help improve communication.

We know that some tenants may need us to adapt our service because of a disability of communication need. Please talk to us so we can find a solution that works for you.

www.broadlandgroup.org



Repairs

Broadland are responsible for the repairs to your home. We complete approximately 23,000 repairs each year. Please refer to our website for the full list of repairs.

Repairs can be reported online using Tenants Online, email or Customer Services.



If you have an emergency, such as a flood, heating system failure or electrical problem, call customer services. If it is out of hours you will be automatically transferred to our out of hours service.

Some repairs are the responsibility of tenants, these are outlined in our Home Repairs – who is responsible? leaflet.

Timescales and priorities

On our website we have set out what are emergency, urgent and routine repairs. As you can imagine, there are many routine repairs, we have had to categorise these to be able to ensure consistency and fairness.

For example, a category A repair might be damp or mould. Category E might be a damaged bath panel.

The categories and timescales you can expect us to carry out your repair are published on our website.

Reporting Damp and Mould

It is important that you report any damp and mould in your home to us. We need to establish whether there are any defects to your home and carry out appropriate works. If there is a significant concern for our tenants' health, we will prioritise these cases.



Aids and Adaptations

We can provide assistance to tenants who have a disability or experiencing difficulty getting around their home. We want tenants to be able to continue to live in their home for as long as possible.

We can help with minor changes, such as grab rails and lever taps. Major works, such as showers or stair lifts need to be recommended by an Occupational Therapist. Please refer to our Aids and Adaptions leaflet for full details.

We are required, some by a regulator others by law, to inspect your home.

We do our best to make appointments that suit you.

If you can't make an appointment for any reason, please call us, we are happy to change it for a time that is more convenient to you.

99%
compliant



on **gas safety checks**

100%
compliant



on **fire safety checks**

100%
compliant



on **water safety checks**

100%
compliant



on **asbestos checks**

Electrical Surveys

We are required to carry out an electrical survey of your home every 5 years. We need to check that the electrics are safe and working correctly to reduce the risk of an electrical fire in your home.



- The test will take approximately 4 hours

- The power to your home will be switched off for approximately 2-3 hours
- We will need access to your fuse box or consumer unit to complete the test.
- Where possible, we will carry out any necessary improvements or repairs at the same appointment.

Gas Servicing

If you have a gas boiler in your home we are required by law to come and service it every year. It is so important that we service the boiler to make sure it is working safely and does not put anyone in your household at risk.

Home Condition surveys

We conduct surveys to our tenants' home every 5 years to review the condition of key components against the Governments' Decent Home Standard.



These surveys include checking the condition of the:

- Kitchen
- Bathroom / WCs
- Windows and external doors
- Roofs
- Heating components
- External decoration

The survey takes approximately 1-2 hours.

Health & Safety of Communal Areas

Everyone has a right to live in a safe home. Broadland is required by the Regulator to ensure that all communal areas are checked to:



- Ensure fire safety schemes are working, including fire doors and emergency lighting
- Legionella checks are up to date
- Slip/trip hazards
- Fire routes are kept clear including ensure any rubbish is removed that could cause delay in evacuation
- External areas are safe and access routes are free from hazards

Planned improvements to your home

As part of the Decent Homes Standards, we are required to ensure that your home is maintained to a consistent standard.

We want to ensure that we are fair in the way to carry out improvements. We also want to ensure that the products, such as windows for example, are good value and will last their expected lifespan.

We have a planned works schedule based on the lifespan and condition of various elements within your home.

For example, window and external door replacements every 30 years, but this will depend on their condition, we recognise that not all windows will last this long.

Some elements, such as roofs and boilers are harder to predict, the

Home Condition Survey gives us a better understanding of when these works should be carried out.

Finding the money for some of these replacements can be challenging. We therefore apply for Government grants in some cases to help us carry out these works. This includes home improvements and retro-fitting more environmentally fuel efficient options that are cheaper for tenants to run.



Rent and Service Charges

There are a variety of ways you can pay your rent, including Direct Debit, Standing Order and via our telephone payment line. The details can be found on our website.

If you are struggling or worried about paying your rent, please contact us straight away. You can talk to your Income Officer who may be able to help you.



Complaints

Sometimes things go wrong and you may want to make a complaint to us. You can make a complaint using any of our communication channels. We will talk to you about the outcome you are seeking and how we will deal with your complaint.

We aim to respond to all formal complaints within 10 working days and learn from when things have gone wrong.

You can contact the Housing Ombudsman at any time to talk about your complaint and get independent advice.

Reporting anti-social behaviour (ASB)

You can contact us if you are experiencing ASB. We will listen to you and tell you what action we can take and keep you updated on your case. You may be required to provide further evidence and this will be discussed with you as part of our victim centred approach.

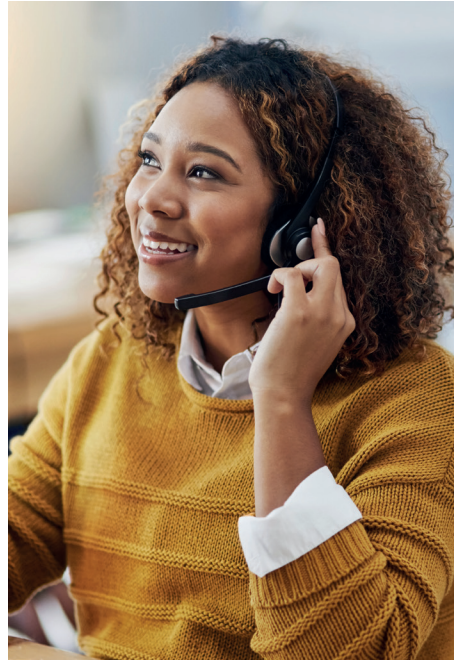
If we are not able to investigate or take action, we will explain why, this may include signposting you to another organisation.

Safeguarding & Domestic Abuse

Broadland has a responsibility to safeguard all children and vulnerable adults who live in their homes. If any staff have concerns, we will talk to you about them if it's appropriate. We will share information about safeguarding concerns with statutory agencies such as the Police or Local Authority.

If you have concerns about another tenant or member of their household, please contact us.

If you are experiencing Domestic Abuse or are concerned about a tenant who may be at risk, please contact us. We can provide advice and guidance to ensure tenants are safe and can access specialist support.



Tenant Support

Our team can help provide support to tenants to help them sustain their tenancy. Support includes:

- help to manage your tenancy, look after your home and cover your rent
- help to claim the right benefits
- help to budget, save money and get a better energy deal
- help with setting up your home
- help accessing Broadlands' online services

Moving Home

Broadland does not hold its own waiting lists. Our rented homes are allocated through the Local Authorities. Some tenants will be able to move by doing a Mutual

Exchange. We subscribe to a Mutual Exchange service which is free for our tenants to use and is used by many landlords nationally.



Tenant engagement opportunities

We want our tenants to be involved in the decisions we make and the way we run Broadland. We are always looking for ways to improve our services, your feedback is the best way of doing this.

During the coming year we will be looking at more ways for tenants to get involved in our decision making process, follow us on Facebook or Instagram or look out for opportunities in Door to Door.

Tenant Privacy Notice – changes effective from 1st March 2024

We update our Tenant Privacy Notice once a year, to ensure that we are clear in telling you what we are doing with your data.

This year's update will be active from the 1st March 2024, and will be available on our website, www.broadlandgroup.org, under About Us – Governance Documents – Data Protection and GDPR.

Brief details of the updates made this year are listed below:

4.1 Personal Information – some updates to make sure this covers all the data we hold: other agency details you give us, homelessness situation, income and expenditure including benefits and debts

4.1 Special Category (SC) information – expanded to include Criminal Offence (CO) information: additional sections added so that this covers all the SC and CO data we process

6.3.1 b): noting that we may contact the agencies whose data you provide to us

If you would like to talk to us about these updates, or about anything concerning Data Protection or our use of your data, you can contact us on data@broadlandgroup.org or speak to the Data Protection Officer on **01603 750173**.

If you do not have access to the web and would like any document or leaflet mentioned in this booklet, please either email us on tenantengagement@broadlandgroup.org

Or call us on **0303 303 0003** and we will post a copy to you.

Contact Broadland Housing Association

Broadland Housing Association

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Norwich
NR1 1HU

Customer Services

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E: enq@broadlandgroup.org

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The information in this booklet is correct at time of publication in February 2024.

