

Communication

You told us

What's changed

	<p>You told us communication within Broadland still needs improvement. In fact, this was raised at most of the events throughout 2023. You felt that communication between teams within BHA is poor, and that we do not keep you updated with ongoing repairs.</p>	<p>We are aware that communication is an issue across the organisation. Whilst there is not one specific communication project, there are separate projects looking at areas such as repairs. Communications will form part of these projects, ensuring that we keep customers updated.</p>
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Antisocial Behaviour (ASB)

	<p>You feel that ASB has increased in the areas that you live, and that Broadland could do more to tackle this.</p>	<p>There has been a downward trend in the number of antisocial behaviour incidents reported to Broadland over the last 3 years. However, we recognise the impact ASB has on residents and always look to take enforcement action where appropriate. Over the next 5 months we will be working with our residents to review our ASB policy/procedures to ensure that our service is victim focussed and takes into consideration the needs of our communities.</p>
	<p>You feel that Broadland often sympathises with the perpetrator and nothing is done to tackle the issues.</p>	<p>The threshold for eviction is very high and ultimately decided in Court by a Judge. Before we apply to court for possession, we must demonstrate that</p>

		<p>we have taken all reasonable steps to help the perpetrator change their behaviour. Although we will try and support the perpetrator, our priority is to reduce the impact the ASB is having on the victim. ASB cases are regularly reviewed by managers and we always look to take enforcement action where appropriate.</p>
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Housing Management

	<p>You told us that fly tipping is becoming an issue on schemes, especially around bin stores. Rubbish is also often left in stairwells and communal areas.</p>	<p>We take incidents of fly tipping very seriously. If you witnessed the person responsible for this fly-tipping or any other illegal dumping, please let us know. We will issue a fine and potentially could serve a final written warning or possession notice for repeat offenders.</p>
	<p>You told us you would like more contact with your neighbourhood officer. You also feel they need to be more visible on schemes.</p>	<p>We know how important it is for tenants' to have direct contact with their local neighbourhood officer. Unfortunately, it is not possible for our neighbourhood officers to visit all our schemes on a regular basis. We are however, continuing our out and about programme for 24/25 and will be publishing dates shortly.</p> <p>If you would like a visit from your</p>

		neighbourhood officer, or to discuss any area of your tenancy, please visit Local delivery teams - Broadland Housing Group (broadlandgroup.org)
	You would like more support when there are changes to your benefits.	We know that with the ever-increasing cost of living, tenants are feeling the financial strain. We have a dedicated welfare benefits advisor, Matthew O'Brian, who can help tenants review their benefit entitlement. Visit Welfare benefits - Broadland Housing Group (broadlandgroup.org)

Repairs

	You told us you would like an update on non-urgent external repairs e.g. fencing and gutters. Broadland has not communicated when these will be scheduled in.	We are sorry that we haven't kept tenants regularly updated regarding external repairs. We are currently looking at when we can begin rescheduling these in and hope to let tenants know shortly.
	You told us damp and mould are an issue within some homes, and you would like Broadland to do more to tackle this.	We encourage tenants to report any cases of damp and mould to our customer services team. They can arrange for a surveyor to visit your home to inspect the problem. For more information visit Controlling condensation and mould - Broadland Housing Group (broadlandgroup.org) .

	You told us that repair wait times are too long, and that appointments are repeatedly cancelled.	We are currently looking at ways to improve repair wait times. Unfortunately, we have experienced high sickness levels during the winter period and this has unfortunately led to significant rescheduling of appointments.
	You told us the length of time it took to resolve your repair was too long. Repairs are not being completed on the first appointment and in some cases, you are having multiple visits.	Based on your feedback, we have reviewed the time allowed for each repair/fault. This has meant that for some types of repairs, we have added additional time to enable more repairs to be completed at first visit.
	You feel we need to give more detail in our repair appointment text message. Currently, we do not say what repair the appointment is for, so this can be confusing if reporting more than one repair.	We know how frustrating it can be for tenants to receive two repairs text messages but not know which repair is for which date. Unfortunately, this isn't a simple quick fix. We are however, working through the requirements to have job title included within texts and emails. Once we have a release date, we will let tenants know.
	You asked if we will be bringing back Saturday repairs appointments.	This isn't something we are looking to offer at this moment. We have trialled Saturday repairs appointments in the past, however there was not significant interest.
	You said that communal lightbulbs are not being replaced.	We are sorry to hear this. Please report any communal repairs, including lightbulbs to our customer services team on 0303 303 0003.

	Would like more guidance on using storage heaters, heating etc.	Our Electrical Manager is happy to provide guidance for any tenants unsure on how to use their storage heaters, or how to get the best output from them. Please contact our customer services team for more information.
	You feel that our out of hours service is hard to reach, and that is can be hard to get someone out in an emergency.	Thanks for your feedback. We are currently reviewing our out of hours service and your feedback will help with our review.
	You told us your home was not checked for repairs before you moved in.	We are sorry this has happened. We have recently reviewed our Empty Homes Standard and will be rolling this out to staff over the coming months to ensure consistency.

Shared Ownership

	You asked who is responsible for repairs to a shared ownership home?	Shared Owners are responsible for all repairs and redecoration inside and out. This includes gas safety checks.
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General

	You told us you have lost faith in Broadland Housing.	We are very sorry to hear this. If you feel that the service you received has not met our standards, you can log a
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		formal complaint. To find out how to do this, please visit Making a complaint - Broadland Housing Group (broadlandgroup.org)
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Tenant Engagement

	You would like to see more community inspectors.	We always welcome new inspectors across all locations. If you are interested in becoming a community inspector, or want to be generally more involved with Broadland, please visit Get involved! - Broadland Housing Group (broadlandgroup.org)
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