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Door to Door
Your local resident magazine
 Winter 2025



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Skip Day Success

We recently held a skip day at one of our Norwich schemes to help tackle ongoing fly-tipping issues, with two skips kindly provided by **EON**. The event gave residents a chance to dispose of unwanted items, helping clear out their homes without the hassle of a trip to the rubbish tip.

The skips quickly filled up with old belongings. Some residents even picked up unwanted bicycles and scooters, giving them a new lease of life!

A big thank you to **EON** for their support, the Broadland operatives that helped and the residents that took part in making the day a success.



Good Neighbour Award Presented to Our Resident

Our Good Neighbour Award is your opportunity to say thank you to a neighbour who has made a difference. Whether they've supported you personally or someone else in your community, this award recognises acts of kindness when they're most needed.

Recently, one of the team at **St Martins Housing Trust** nominated one of our residents for a Good Neighbour Award. They wanted to highlight the remarkable support and assistance our resident provided to their neighbour during a challenging time.

St Martin's team leader shared:

"We wanted to thank one of your residents for their kindness and support towards their neighbour under difficult circumstances and for going above and beyond what a good neighbour is. We wanted to thank them for providing their

neighbour with cooked meals, drinks and a phone. They were very empathetic and caring."

Our resident was very thankful for the nomination, saying:

"I was just doing what I felt anyone would do given the situation. I feel that everyone deserves someone to treat them with kindness especially in those circumstances."

A big thank you from the Broadland Housing team!

Would you like to nominate for a Good Neighbour Award? Each recipient receives a certificate and a £25 voucher as a token of our appreciation.



Nominate today! Complete our online form at www.broadlandgroup.org/get-involved/good-neighbour-award/ or call **01603 750113**.

We're on TikTok!

We're excited to share that Broadland Housing has joined TikTok! From helpful tips, exciting updates and much more. Check us out today by searching **@broadlandhousing** on TikTok!



Raising Funds for a Great Cause

Last year, St Katherine's Court hosted a Macmillan Coffee Morning, bringing the community together for an important cause. Thanks to the generosity of residents, staff and visitors, an incredible **£536.97** was raised to support **Cancer Research**.

The giving spirit didn't stop there! At their Christmas party, they raised an additional **£364**, making their total contribution even more impactful.

A huge thank you to everyone who participated and donated!



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Charity Fundraiser for Nourishing Norfolk Network

In our last newsletter, we mentioned a **£175** donation to Nourishing Norfolk. We just wanted to clarify that this was a joint effort from the residents, not just one individual!

Thank you to everyone who helped make this donation possible and for supporting such a great cause.

Our Customer Service Hours are Changing

Following a recent review of our Customer Service opening hours, we are making some changes to the hours of operation. This change will take effect from **Tuesday 1st April**.

Day	Current Opening Hours		New Opening Hours from Tuesday 1st April	
	Opening Time	Closing Time	Opening Time	Closing Time
Mon	08:00am	17:00pm	08:30am	17:00pm
Tues	09:00am	17:00pm	08:30am	17:00pm
Weds	08:00am	17:00pm	08:30am	17:00pm
Thurs	08:00am	17:00pm	08:30am	17:00pm
Fri	09:00am	17:00pm	08:30am	17:00pm

You can still contact us outside of these hours to report an emergency repair or make payments.

If you need to call us in the day during busy periods, please use the call back function which will hold your place in the call queue. We will call you back as soon as a team member becomes available.

Electrical Upgrades

We're excited to share major electrical upgrades at one of our sheltered schemes in Woodcote. This will enhance safety, efficiency and sustainability.

Key Improvements:

- **Enhanced Safety:** Latest electrical safety features and improved fire alarm system.
- **Lower Costs:** Motion-detected communal lighting reduces energy use and service charges.
- **Energy Efficiency:** LED fittings cut power consumption and environmental impact.
- **Better Visibility:** Improved external lighting enhances safety around the scheme.
- **Stronger Fire Protection:** Upgraded emergency lighting and improved fire compartmentalisation.
- **Modern Look & Insulation:** New suspended ceiling enhances aesthetics and warmth.



These upgrades will not only create a safer and more comfortable living environment, but also lead to cost savings and reduced environmental impact. We hope residents are pleased with the improvements!



Complaints Performance

Listening to Residents Through Complaints

Every complaint is an opportunity for us to do better, and we're continually looking for ways to improve. Our self-assessment against the Housing Ombudsman Complaint Handling Code has been a valuable tool, helping us to see where we can make positive changes to our Complaint Handling.

Here's what we've been working on recently:

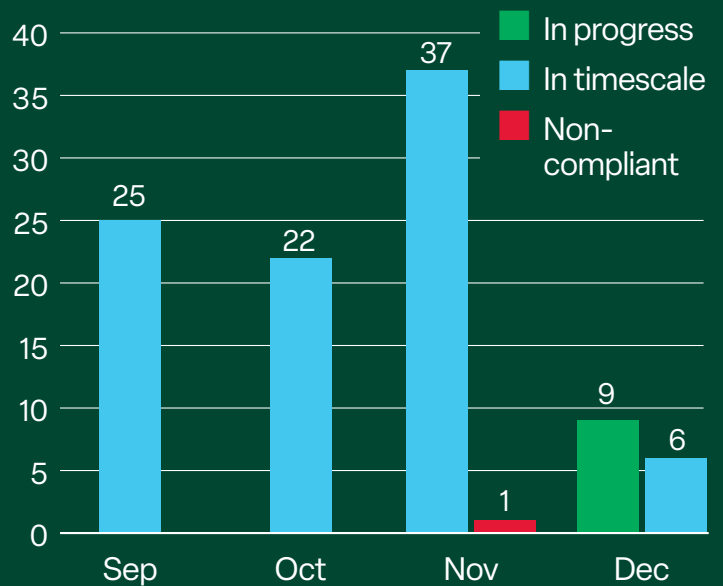
- Focus on timely complaint communication and responses.
- Training staff and raising awareness to build a more positive complaints culture.
- Reviewing and updating our processes with the latest Ombudsman guidance.

We're committed to constantly reviewing how we handle complaints to provide the best possible service. As we move into 2025, we'll be focusing on lessons learnt from complaints that are raised, so that we can make sure the same problems don't keep happening.

How Are We Doing?

Below is a snapshot of the complaints we received between September and December 2024.

Complaints Responded to within timescale



Complaints Received by Category

	Sep	Oct	Nov	Dec
Anti-Social Behaviour	4		1	1
Asset				1
Building Safety		2		
Damp and Mould		1	5	1
Heating		1	4	
Lettings and Allocations	1			1
Parking		1	1	
Rent and Service Charge	1			
Repairs	16	15	24	7
Repairs, Anti-Social Behaviour				1
Right to Buy			1	
Staff	3	2	2	3

Performance & Learnings

What were the complaints about?

Repairs were the most frequently reported issue, which is understandable as they involve the most interactions with our residents, and we recognise how essential they are to you and your home. Furthermore, **Rent and Service Charge**, **Staff** and **Damp and Mould** also featured regularly.

How quickly did we respond?

We're pleased to share that the majority of complaints during this period were resolved within the expected timeframe.

Repairs and Maintenance – A Key Focus

Repairs are a key part of our service, so it's no surprise that they account for most of the complaints we receive (around 60-70% each month). However, to put this into perspective, complaints make up only a small fraction of the total repairs we carry out.

We understand how important repairs are to you, which is why we've been working hard to respond more quickly and keep you informed. This is part of our ongoing commitment to making meaningful improvements for our residents.

What we are Learning and Changing:

We're always striving to learn from your feedback and enhance our services. Here's what we've learned recently:

Learning:

- Residents are still finding communication needs to be better in relation to changing or cancelling appointments at short notice.

Changing:

- We have introduced improved text and email communications which now include the headlines of your repair. We have also recruited a new Scheduler. We are currently reviewing our scheduling system to identify ways to improve the way that we schedule.

Learning:

- You would like to see improvements in the communication from us and our contractors, when they are carrying out work on our behalf.

Changing:

- We are currently carrying out a Contract Management project. Within this project, we are identifying improvements to contract management and expectations for contractors.

Learning:

- We need to review how we prioritise booking your repairs when you first report them.

Changing:

- Currently, as part of the review of the scheduling system we will be introducing scripts and prompts for our Customer Service Team to ensure effective diagnosis at the point of reporting a repair which supports the correct allocation of timeframe. Customer Service Team are receiving training from technical members of the Team to further support their understanding which will improve correct allocation of repair priority.



Want to know more about how we handle complaints? Visit our website:
www.broadlandgroup.org/contact-us/make-a-complaint/

Independent Advice & Housing Ombudsman Service:

If you'd like independent support or advice with your complaint, please remember that you can contact the **Housing Ombudsman** at any time during the complaints process:

- **Website:** www.housing-ombudsman.org.uk
- **Phone:** 0300 111 3000
- **Address:** Housing Ombudsman Service, PO Box 1484, Unit D, Preston, PR2 0ET



Anti-social Behaviour (ASB) Policy



Broadland Housing is committed to ensuring that our communities are safe and enjoyable places to live. We take all reports of **Anti-social Behaviour (ASB)** seriously and will work with residents and partner agencies to address issues effectively.

On average, Broadland investigates **160 cases** of ASB per year. We recognise the detrimental impact anti-social behaviour and other neighbourhood issues can have on people's lives and are committed to tackling them.

This year we have reviewed our **Anti-social Behaviour and Hate Crime Policy**. This section details our approach and how we can work together help resolve issues.

What is ASB?

ASB is defined as conduct capable of causing housing-related nuisance or annoyance, as per the **ASB, Crime and Policing Act 2014**. Additionally, immoral or illegal use of our properties is considered ASB under our policy.

The statutory definition of ASB is subjective, varying with individual perceptions

and expectations. Therefore, when determining if behaviour constitutes ASB, we assess if it meets the statutory definition and if it is unreasonable. We make the decision as to whether behaviour is unreasonable based on several factors including but not limited to the severity, harm, frequency and whether it is a one-off incident.

Our Approach

When you report an incident of anti-social behaviour to Broadland, you should expect the following:

- **Listened to:** To be listened to and taken seriously.
- **Neighbourhood Officer:** You will have a dedicated Neighbourhood Officer to investigate your complaint.
- **Response times:** Our response will depend on what is reported to us. Please visit our webpage to find out more information about this.
- **Action Plan:** Your Neighbourhood Officer will complete an action plan with you.
- **Support:** We will support you as much as we can throughout the process and will make the relevant referrals to agencies.

- **Communication:** We will keep you informed throughout the process, providing regular updates at times and dates agreed with you.
- **Open and honest:** We will be open, honest and realistic about what we can achieve and the interventions we can take to resolve the issue.
- **Reviews:** Your case will be reviewed bi-monthly to ensure it is being investigated properly.

What We Need from Residents

- **Cooperation:** We may need additional information or statements to resolve ASB cases effectively. Your cooperation helps us take action where needed.
- **Work with partner agencies:** In some cases, ASB issues require joint action with the police, local councils, or other support services. Your involvement in this process can be crucial in achieving a resolution.
- **Log sheets:** For ongoing ASB issues, keeping a record of incidents can help us build a case for appropriate action, including dates, times and descriptions.

- **Noise App:** Use the Noise App to record instances of noise disturbances. This app helps us gather accurate evidence.
- **Evidence:** Provide any additional evidence such as photos and videos.
- **Understanding:** Our tenancies are very secure and in most cases, we can only be granted possession of a property through the Courts. This requires a lot of evidence, and the process can be extensive. We understand that this can be frustrating and would appreciate your understanding throughout this process.

Partnership Working

ASB requires us to work with the **Police, Environmental Health, Mental Health Services** and

Social Services to address the issues collaboratively.

You can find further information about Partnership Working on our **webpage**.

Eviction

Eviction is a last resort, requiring a lengthy process. Most residents are on lifetime assured tenancies, and eviction requires significant evidence and a Court order.

Last year, only **2 residents** were evicted for ASB.

Learning from Complaints

We monitor complaints to improve our services. Recent changes include a new **Neighbourhood Management Policy** and training for staff on ASB case management.

ASB Case Review

If you feel complaints aren't being addressed, you can request a multi-agency ASB case review through your local authority. To apply for an ASB case review, please contact **Norfolk County Council** if you live in Norfolk or **your local authority** if you live in Suffolk.

Hate Crime

A hate crime or hate incident is any incident that is perceived, by the victim or any other person, to be motivated by hostility or prejudice against a person based on their actual or perceived disability, race, religion, sexual orientation, or gender identity. Broadland has a zero-tolerance approach and will investigate these cases as a matter of priority.





Anti-social Behaviour (ASB) Policy (continued)

Case Studies

The below are real-life examples of ASB cases we have investigated.

Case Study 1 - Police Partnership

After multiple complaints about drug use and fights, the Neighbourhood Officer worked closely with the Local Authority and Norfolk Police to have a closure order placed on the property for six months. This order was granted by the court and prevented the resident or anyone associated going into the building, which authorised us to evict the resident under mandatory grounds for possession.

Case Study 2 - Environmental Health

Car repairs in a communal area led to a community protection notice, an injunction, and eventually eviction. We received complaints that a resident was repairing cars within the communal carpark using loud generators and making the car park unusable for others. The Neighbourhood Officer worked with South Norfolk and Broadland District Council to obtain a Community Protection Warning. This was breached and escalated to a Community Protection Notice. We also obtained an ASB Injunction, which was breached

and evidenced, resulting in the resident being evicted on mandatory grounds for possession.

Case Study 3 - Non-Engagement

A resident complained about their neighbour playing music loudly and causing disturbances on a regular basis. The resident was asked to complete log sheets and record the noise disturbances on the Noise app. However, the resident failed to provide logs or noise recordings, despite being asked to. Due to lack of evidence, we could not progress the case any further and had to close it as **unresolved**.

Frequently Asked Questions

1. How many warnings can the person causing ASB have before Broadland evict them?

There's no set number of warnings before eviction; it depends on the severity and circumstances.

2. Will you tell the person causing the ASB that I have made a complaint about them?

We protect your identity, but we can't guarantee complete anonymity if the case goes to court.

3. What action will Broadland take against the person causing the ASB?

Broadland uses both legal and non-legal actions, including warning letters, injunctions and mediation.

4. How long will it take to resolve the anti-social behaviour?

The time it takes to resolve an anti-social behaviour case can vary significantly depending on the complexity and severity of the issue. Some cases may be

resolved within a few weeks, while others can take several months or even longer.

For extended answers visit our **webpage**.



Neighbourhood Management Policy

Earlier this year, we launched our new **Neighbourhood Management Policy**. This policy addresses minor disputes and provides information on how we manage communal areas. For disputes not classified as ASB, mediation or non-legal solutions may be used.

For more information visit www.broadlandgroup.org/manage-your-home/your-home/neighbourhood-management-policy-procedure/

The below table lists complaints that are not considered ASB. It may be possible that some incidents can be dealt with via our Neighbourhood Management Policy.

Nature of Complaint	Considerations	When to Contact
Noise Transference	General living noise is not ASB. Speak to your neighbour if reasonable.	Report arguing, shouting or potential Domestic Abuse or Safeguarding concerns.
Babies Crying	This is not considered ASB.	Only contact us if concerned for the baby's welfare.
Children Playing	Children playing and getting physical activity is encouraged. This will sometimes be in communal areas if they don't have their own garden. Speak to parents in a first instance.	Contact us if it becomes anti-social behaviour.
Toilet Flushing / Walking on Floor	Normal household noise, not considered ASB.	If you can hear noise that sounds different to usual, this may indicate a repair issue. Please ask your neighbour to report it or you can speak to us.
Vacuuming / Washing Machine	Expected household noise.	Contact us if it occurs at unreasonable hours for long periods of time.
Garden Condition	Not considered ASB, but poor upkeep may indicate someone needs support.	If you are concerned, let us know if a garden appears neglected.
Cats in Gardens	Not considered ASB. Speak to owner / neighbour if needed.	If a cat is fouling in your garden and you can evidence its owner, we would speak to the residents but encourage you do first.
Parking Issues	Not considered ASB. Speak to your neighbour if reasonable.	We will only assist with issues related to allocated parking.

We hope this section clarifies our approach to Anti-social Behaviour. We welcome feedback to improve our ASB website section.

For feedback, please contact us at tenantengagement@broadlandgroup.org



For further information visit www.broadlandgroup.org/your-neighbourhood/anti-social-behaviour/





We're here to support you

Our Tenancy Support Team are here to provide support if you are struggling to pay your rent or utilities. They can give you advice on maximising your income and let you know what Welfare Benefits are available to you. They can also help you find the best energy tariff and discuss your accounts with your utility providers.



Reach out today at www.broadland-group.org/tenant-support/ or call **0303 303 0003**.

Tenancy Support

Our Tenancy Support team is here to help residents with advice and support.

We can help you with:

- Managing your tenancy
- Maintaining your home
- Benefits advice
- Finding better energy deals
- Setting up your home
- Personal budgeting
- Rent payments
- Self-neglect and hoarding
- Additional services



What is Legionnaires disease?

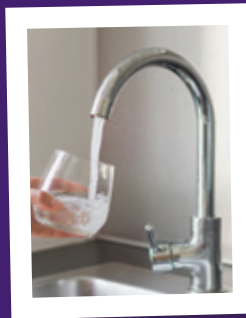
Legionnaires disease is a potentially fatal form of pneumonia that affects the lungs.

The risk of infection increases with age, but some are at higher risk including:

- People over 45 years of age
- Smokers and heavy drinkers
- People suffering from chronic respiratory or kidney disease, diabetes, lung or heart disease. Anyone with an impaired immune system.

How can you get Legionnaires disease?

You can get Legionnaires disease if you breath in tiny droplets of water containing bacteria that cause the infection. It is usually caught in places like hotels, hospitals, or offices where the bacteria have got into the water supply.



For more information visit www.broadlandgroup.org/contact-us/download-leaflets/ where you can download our **Legionnaires Disease leaflet**.

New Residents at Hindringham

The first residents have moved into our new carbon net zero homes in Hindringham. Cameron and Tyra, who had waited nine years for affordable housing, say their new home has transformed their lives. Designed to blend with the village, these energy-efficient homes provide local families with sustainable, affordable living.



Read more about this story at www.broadlandgroup.org/residents-move-into-new-affordable-homes-in-hindringham/





Mutual Exchange

What is Mutual Exchange?

Mutual exchange is a house swap between council and housing association residents. Since **Spare Room Tax** has been introduced, some residents may look to downsize to a smaller property. A mutual exchange can also benefit households wanting to move to a larger property.

Eligibility

To be eligible for an exchange, all residents involved must have an assured or secure tenancy. Those in temporary accommodation on a license agreement or in supported accommodation on a shorthold are **not eligible**.

If you've found a Broadland property, or a home managed by another housing association or the council, that you'd like to exchange with, please complete and return the **Mutual Exchange form** available on our website.



To find further information visit www.broadlandgroup.org/our-homes/find-a-home/mutual-exchange/

Managed Migration to Universal Credit: What You Need to Know

The UK Government is moving people from certain legacy benefits to Universal Credit through a process called **Managed Migration**. If you receive a **Migration Notice** letter, it's important to act quickly to continue receiving financial support.

Which Benefits Are Being Replaced?

The following benefits will be replaced by Universal Credit:

- Working Tax Credit
- Child Tax Credit
- Income Support
- Income-based Jobseeker's Allowance (JSA)

- Income-related Employment and Support Allowance (ESA)
- Housing Benefit (unless you live in supported or temporary accommodation)

Other benefits, such as Personal Independence Payment (PIP), are not affected by this change.

What You Need to Do

If you receive a Migration Notice, you must apply for Universal Credit by the deadline given in the letter.

If you can't meet the deadline, contact the **Universal Credit Migration Notice Helpline** on **0800 169 0328** as soon as possible. You may be

able to get an extension if you have a valid reason.

How to Claim Universal Credit

You can apply for Universal Credit **online**. If you need help, the **Citizens Advice Help to Claim service** provides free support. If you can't apply online, call the **Universal Credit Migration Notice Helpline** for assistance.



To find out more visit www.gov.uk/guidance/tax-credits-and-some-benefits-are-ending-move-to-universal-credit



Tenant Perception Survey Action Plan

We conducted our Tenant Perception Survey in **October 2023** and received **1,187 responses**. In response to your feedback, this is what we have actioned to make improvements.






 Satisfaction Measure	 Residents	 Shared Owners	 Acting on your feedback	 Updates December 2024
1. Taking everything into account, how satisfied or dissatisfied are you with the service provided by Broadland?	61.7%	57.6%	<ul style="list-style-type: none"> Over 700 residents provided us with additional comments. We received over 200 compliments about our staff and services. Whilst our priority is to focus on improving services, thank you for sharing the feedback. 	No update required.

You told us the areas we need to improve are:






- Repairs need to be carried out quicker.
- Improve communication from when a repair is first reported to completion.
- Improve communication on planned works such as window and door replacements.






You can read more about how we are acting on your feedback below

2. How satisfied or dissatisfied are you with the overall repairs service from Broadland over the last 12 months?	66.8%	n/a	<ol style="list-style-type: none"> Told you what repair we are coming to do in text and email. Invested in staff to improve our overall repairs service. Reviewed our Repairs Policy and Procedure. Introduced a dedicated Scheduling Team who prioritise repair follow-ons and manage new repairs being reported. Provided Customer Service with diagnostic training and repairs information. Repairs Operatives to shadow Customer Services team to learn and improve understanding Make repair notes and no-entry notes mandatory on every job. Full review of Aids and Adaptations work. Full review of empty homes standard. Launched a new team with a focus on fencing, paving and gutters. 	<ol style="list-style-type: none"> Complete Complete: Invested in lots of training in 2024 and this will continue. Complete Complete Complete: Working on further guidance to support the CS team. Complete: Operatives have shadowed. Complete Complete Complete Complete
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 Satisfaction Measure	 Residents	 Shared Owners	 Acting on your feedback	 Updates December 2024
2. How satisfied or dissatisfied are you with the overall repairs service from Broadland over the last 12 months? (continued)	66.8%	n/a	<ol style="list-style-type: none"> 11. We will check for outstanding repairs when completing work in an empty home. 12. Published a reviewed tenant leaflet for repairs. 13. Update tenants on repairs to outstanding fencing works. 	<ol style="list-style-type: none"> 11. Complete 12. Complete 13. Complete
3. How satisfied or dissatisfied are you with the time taken to complete your most recent repair after you reported it?	60.4%	n/a	<ol style="list-style-type: none"> 1. Introduced an emergency repairs button to allow emergencies to be prioritised. 2. Updated our system to ensure jobs stay linked when tenants contact for follow-ons. 	<ol style="list-style-type: none"> 1. Button is in use. The team focuses on applying the correct repair code to prioritise emergencies. 2. We're improving our systems to keep jobs linked and have sped up follow-on work scheduling.
4. How satisfied or dissatisfied are you that Broadland provides a home that is well maintained?	63.6%	n/a	<ol style="list-style-type: none"> 1. Carry out preventative maintenance to reduce breakdowns. 2. Introduced a Sky Vac to clear gutters and avoid penetration leaks, preventing damp and mould. 	<ol style="list-style-type: none"> 1. Where suitable, we are increasing planned preventative maintenance to reduce breakdowns. 2. We have started and will continue gutter clearance work using the sky vac. We are prioritising these due to the volume of requests. 3. We updated our Planned Maintenance Policy and Procedure which will improve how we carry out planned works moving forward, such as windows and doors.
5. Thinking about the condition of the property or building you live in, how satisfied or dissatisfied are you that Broadland provides a home that is safe?	70.3%	77.4%	<ol style="list-style-type: none"> 1. Introduced a scheduler to contact residents the day prior an appointment. 2. 100% Fire Risk Assessments have been completed for schemes with communal areas. 3. Set up a Building Safety Panel consisting of residents that will scrutinise our Building Safety plans and feed into our annual fire safety report. 4. Home Condition Surveys – 98% completed. We aim to achieve 100% by the end of July. 	<ol style="list-style-type: none"> 1. Schedulers now call the day before and operatives are reminded to call before leaving their previous job or the night before for early appointments. 2. We remain compliant. 3. The Building Safety Panel is in place with meetings held quarterly. 4. 99.2% completed in December. We aim to complete 100% by the end of March 2025 unless access issues requiring legal action or third party support.



 <p>Satisfaction Measure</p>	 <p>Residents</p>	 <p>Shared Owners</p>	 <p>Acting on your feedback</p>	 <p>Updates December 2024</p>
<p>5. Thinking about the condition of the property or building you live in, how satisfied or dissatisfied are you that Broadland provides a home that is safe?</p>	<p>70.3%</p>	<p>77.4%</p>	<ol style="list-style-type: none"> 5. Damp and Mould - Working towards proposed timescales in the Awaab's law legislation. 6. Provide QR codes for residents to access safety information about their home starting with blocks of flats that fall within the Building Safety Act. 7. 88% of homes have an Energy Performance Certificate (EPC) rating of 'C' or above. 8. Completed major energy efficiency works to 17 homes within the financial year 2023/24 with a target of completing a further 49 homes in 2024/25. 	<ol style="list-style-type: none"> 5. We have updated our internal processes and await confirmation of the new legislation for any final changes. We are still working on the ways we provide building safety information and will be consulting with all residents on our Building Safety Resident Engagement Strategy by April 2025. 6. 89.8% of homes have an EPC 'C' rating in December. 7. Energy efficiency works completed in 2023/24 and on target to complete by April 2025.
<p>6. How satisfied are you that Broadland listens to your views and acts on them?</p>	<p>50.5%</p>	<p>47.3%</p>	<ol style="list-style-type: none"> 1. We are currently reviewing our Resident Involvement Policy. 2. The 2 special editions of Door-to-Door magazine will be sent to all residents and will have feedback in response to what you have told us. 3. We are creating an area on our website where we can share this feedback more often. 	<ol style="list-style-type: none"> 1. The new Resident Engagement Strategy will be reviewed at the Board meeting on the 28 January 2025. 2. This provides an update on the actions we have completed since we shared feedback in July. 3. Our Resident Involvement Policy is currently under review. When this has been agreed we will be planning how we share the wider views of residents on our website.
<p>You told us that we can improve how we listen and act on your views by:</p> <ul style="list-style-type: none"> • Improving our repairs service. • Improve communication, you told us the three main things we could do are: • Listen to tenants. • Respond when we say we will and keep us updated. • Act on what tenants say and tell you why if we can't. 				
<p>7. How satisfied or dissatisfied are you that Broadland keeps you informed about this that matter to you?</p>	<p>64.3%</p>	<p>58.5%</p>	<ol style="list-style-type: none"> 1. We will send out 2 editions of Door to Door magazine each year to all tenants. These will focus on providing important information about services that all tenants need to know about. 2. We sent a booklet about our services with your rent letters in February. 	<ol style="list-style-type: none"> 1. This is the second edition of the Door to Door which has been sent to all tenants. We hope you are finding the information useful. 2. We will be sending an updated booklet to you annually with your rent notification letter.






 Satisfaction Measure	 Residents	 Shared Owners	 Acting on your feedback	 Updates December 2024
7. How satisfied or dissatisfied are you that Broadland keeps you informed about things that matter to you?	64.3%	58.5%	<ol style="list-style-type: none"> Sending more messages to keep you informed on what is going on at your scheme. 	<ol style="list-style-type: none"> We have increased the number of text and email communications we send to residents to update on important messages about where you live.
8. To what extent do you agree or disagree with the following "Broadland treats me fairly with respect." ?	68.2%	54.8%	<ol style="list-style-type: none"> Contacting residents when they tell us they are dissatisfied to ensure they know how to make a complaint. Introduced spot checks to complaint response letters ensuring residents are not being treated differently. Ensuring our values and behaviours are followed when dealing with complaints about staff. 	<ol style="list-style-type: none"> Complete: A process has been implemented where weekly checks are being completed and as appropriate dissatisfied residents being sent to the relevant person. Complete: Assistant Maintenance Director and Complaints Manager are doing this. Complete: Training has been delivered to complaint handling with further sessions happening.
9. Have you made a complaint to Broadland in the last 12 months? If yes, how satisfied or dissatisfied are you with Broadland's approach to complaints handling?	36%	44.4%	<ol style="list-style-type: none"> Recruited a Complaints Manager and Complaints Handler to act on our commitment to improving response times. Carry out additional staff training to ensure all staff know when a complaint is being made and what to do next. Publish learnings from complaints on our website every 3 months. Be fully compliant with the Housing Ombudsman's Complaint Handling Code by the 30th September 2024. 	<ol style="list-style-type: none"> Successfully recruited a Complaints Manager and a Complaint Handler. They have had a significant impact on our response times. Carried out and will continue training. We will publish our learnings every three months in 2025. We are now fully compliant with the Complaint Handling Code.

You told us:

- Improve communication to prevent chasing us for a response.
- Complaints are taking too long to resolve.
- Improve communication for Anti-social Behaviour complaints to get issues resolved quicker.
- We need to improve communication about repairs and get repairs done quicker.

10. How satisfied or dissatisfied are you that Broadland keeps your communal areas clean and well maintained?	63.6%	68.9%	<ol style="list-style-type: none"> Improving the information we provide with the annual Rent Notification about what a communal area is. Improving the visibility of cleaning and gardening service standards, either in communal areas or on the website with a QR code for residents to give feedback. 100% Fire Risk Assessments have been completed for schemes with communal areas. 	<ol style="list-style-type: none"> Reviewing the explanations based on last year's queries to see if this can be improved for the February 2025 letter. Continuing to make the standards visible in all communal areas. Service and standards feedback can now be given on our website. We remain 100% compliant.
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 Satisfaction Measure	 Residents	 Shared Owners	 Acting on your feedback	 Updates December 2024
<p>11. How satisfied or dissatisfied are you that Broadland makes a positive contribution to your neighbourhood?</p>	<p>53.6%</p>	<p>48.2</p>	<ol style="list-style-type: none"> 1. Need to find out more from residents how we can improve in this area. 2. Introduce a free text option for this question in the next survey. 3. Do more promotion of the funding by Broadland Meridian who fund local charities and services in the area that Broadland operates. 	<ol style="list-style-type: none"> 1. We will analyse the results from the 2024 Tenant Perception Survey and see if we can learn further from feedback about this. 2. We kept the questions the same for the second year of the survey to allow consistency in comparing results. We will consider this for future years surveys. 3. We have provided more information about Broadland Meridian on our website and in the February 2025 edition of Door to Door.
<p>12. How satisfied or dissatisfied are you with Broadland's approach to handling anti-social behaviour?</p>	<p>48.6%</p>	<p>33.3%</p>	<ol style="list-style-type: none"> 1. Reviewing our Anti-social Behaviour Policy and processes with the aim of publishing the revised policy in September 2025. We will consult with residents during the review and include learnings from complaints. 2. Completed a self-assessment on our approach to noise nuisance and will be looking to implement a new Neighbourhood Management policy by August 2024. 3. Aiming to improve the information we provide to residents around anti-social behaviour. This should help manage expectations of what action Broadland can take in response to complaints. 	<ol style="list-style-type: none"> 1. A review of our Anti-social Behaviour Policy and Procedures has been undertaken and can be found on our website. 2. New Neighbourhood Management Policy & Procedure which is available on our website. 3. We are including more information about this in the February 2025 edition of Door to Door.

We carried out our latest Tenant Perception Survey in **October 2024**. We thank you for taking the time to complete the survey so we can continue to make improvements to our services. The results of our survey taken in October 2024 will be published in our Summer edition of Door to Door magazine.

For more information visit www.broadlandgroup.org/manage-your-home/tenant-perception-survey/



Residents Association

Residents Association can make a real difference to your community and involve residents where you live and in your local neighbourhood.

The group can apply for **£100** per year grant from Broadland for general running costs of the meetings, stationary, flyers and printing etc. Residents can apply for wider funding, there is further information about this on our website.

The Role

- Find solutions to problems in your neighbourhood by working with local agencies
- Represent views of other residents

- Share skills and knowledge
- Get involved in social activities
- Fundraise for improvements or local charities
- Support initiatives in and around your community



To find more information on setting up a Resident Association in your neighbourhood visit: www.broadlandgroup.org/get-involved/residents-association/

Broadland Meridian Mental Health and Wellbeing Fund

The **Broadland Meridian Health and Wellbeing Fund (BM)** provides communities and local organisations with grants to help them run their outreach programmes, including support groups, counselling and wellbeing sessions.

During 2023/24, BM supported 6 charitable organisations across the county. These were **Oasis Norfolk, St Barnabas Counselling Centre, The Restoration Trust, Carers Voice Norfolk & Waveney, Hope after Suicide Loss** and **Stand Easy**.

All these amazing charities are open to Broadland's residents, as well as the wider community. Broadland Meridian's ethos of supporting our own residents and the communities remains a proud achievement, especially when funding for charities is scarce.

If you want to be involved or take part in any of the activities, please contact the charities directly.



For more information on our supported charities visit: www.broadlandgroup.org/about-us/board-and-leadership/broadland-meridian/



Get involved

Get Involved

Housing for Over 55s Update!

Our latest meeting started on a sombre note as we paid tribute to two loyal and much-loved HOP members, Richard Headicar and Jane Graham, who had both sadly passed away since our previous meeting.

Firstly, we reviewed the outstanding issues which included an update on guest room usage at sheltered schemes. We then had a lively discussion about the Allocations Policy with Katie Docherty, Senior Delivery Manager. The Panel had lots of questions and discussion around how Broadland allocate homes and how the system works.

After lunch, we discussed what we would like to review at future meetings. This included an update on Repairs, Service Charges, Decarbonisation/Sustainability and Neighbourhood Officer

roles. The external speakers we would like to invite included Mind, Age UK and a Community Policing Representative to talk about personal safety.

Bye for now,

Chris Poole



If you would like to get involved with the HOP, residents who live in an over 55's scheme are encouraged to get involved and attend. Get in touch at tenantengagement@broadlandgroup.org or call **01603 750113**.

All future meeting dates, previous minutes and further information can be found at www.broadlandgroup.org/get-involved/hop-panel/



Interested in getting involved? Get in touch via tenantengagement@broadlandgroup.org or call **01603 750113**. For further information on involvement opportunities, visit Get Involved on our website.

Digital Panel

The Digital Panel is a great way to be involved if you are unable to attend regular meetings. As a member, you will take part in online surveys completely flexible to your schedule and what interests you.

Tenant Assurance Panel You are invited!

The Tenant Assurance Panel is holding workshops to review the customer enquiries journey when you contact Broadland. You are invited to come along to one of the workshops or join an online session.

This is an opportunity to express your views and contribute to improvements at Broadland!

The in-person workshops will be held from **9:30am - 14:30pm** on the following:

- **Sat 12th April in Kings Lynn**
- **Sat 17th May in Great Yarmouth**
- **Sat 14th June in Norwich**

*Venues TBC.

A £50 shopping voucher prize draw will take place on the day. Lunch and refreshments will be provided.

For those who are unable to attend in person, an online session will be held via Zoom on Wednesday 4th June.

If you are interested, please contact paula.strachan@broadlandgroup.org or call **01603 750 283**.

Join the TAP!

Are you a Broadland resident? We are looking for new members. Be part of a dedicated Tenant Assurance Panel where residents come together to scrutinise Broadland's services and drive meaningful improvements.

If you are interested in joining the panel, visit www.broadlandgroup.org/get-involved/tenant-assurance-panel/ to find further information and the application form.



Remembering Jane



We are deeply saddened to share the passing of Jane Graham, a dedicated member of our resident community. Jane was a key member in our **Tenant Assurance Panel**, the **Housing for Over 55s Panel**, and a valued judge in our **Resident Gardening Competition**. Her passion for gardening also shone through in

her regular Door to Door magazine column, **In the Garden with Jane**, where she shared her green-fingered wisdom with us all.

Jane had a fantastic sense of humour and a generous spirit, always eager to help where she could. Her contributions to Broadland will be missed by everyone who had the pleasure of knowing her.



Remembering Richard

It is with great sadness that we share the passing of Richard Headicar. He was a respected member of our **Housing for Over 55s Panel**, a shareholding member and was greatly involved over many years.

Richard was deeply passionate about social housing, always raising thoughtful and important questions in our meetings. His positive, fighting spirit and dedication to making a difference was truly inspiring.

Richard will be missed by his family and friends, everyone at his scheme and those who worked alongside him.



Would you like to Contribute to Door to Door?

With Jane's passing, we sadly say goodbye to her much-loved **In the Garden with Jane** column. We would love to continue sharing residents' voices in our magazine and are opening up the opportunity to contribute. Whether you'd like to continue the gardening theme or bring something new to the table, we'd love to hear from you.



If you are interested, please get in touch at tenantengagement@broadlandgroup.org

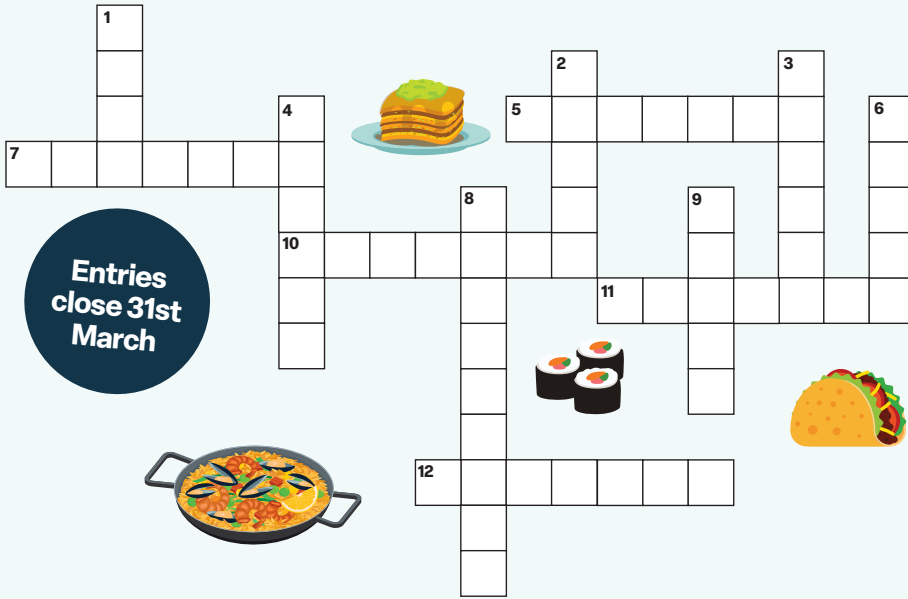
**All contributions will be considered based on suitability and commitment.*





Foods from Around the World

Complete the crossword for a chance to win a £25 Love2Shop Voucher!



Entries close 31st March

Win a £25 Love2Shop Voucher!

Across

- 5. A sweet pastry with layers of filo, nuts and syrup popular in Turkey and Greece.
- 7. Italian soft potato dumplings.
- 10. Deep-fried dough sticks popular in Spain and Latin America.
- 11. Fragrant South Asian rice dish with spices and meat or vegetables.
- 13. Deep-fried chickpea balls from the Middle East.

Down

- 1. A Japanese soup made from fermented soybeans.
- 2. Mexican street food with a tortilla, fillings and toppings.
- 3. Spanish rice dish with seafood, meat or vegetables.
- 4. Spicy fermented Korean cabbage.
- 6. Japanese dish made with rice, seaweed and fish.
- 8. A flaky buttery French pastry often eaten for breakfast.
- 9. A flavourful dish popular in India, Thailand and beyond.

To enter:

Please send a photo of your completed crossword entry to **tenantengagement@broadlandgroup.org**, along with your full name and the first line of your address.

Online

You can complete the crossword and enter online by visiting <https://crosswordlabs.com/view/foods-from-around-the-world-crossword-door-to-door-2025>

Please take a screenshot of your completed crossword and email to **tenantengagement@broadlandgroup.org**

Post

Tear off the completed crossword page and post your entry to **Tenant Engagement, Broadland Housing, NCFC, Carrow Road, Norwich, NR1 1HU**



Congratulations

Well done to our resident, **Julie**, who won our previous **Autumn Door to Door Competition!** We hope you enjoyed your voucher.

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Enjoyed this issue of our tenant magazine?

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