



## What's inside?

Repairs Improvements	7-9
Waste Disposal & Recycling	11
Gardening Competition 2025 - Enter now!	13

## Door to Door Your resident magazine

Stay in the loop - follow us on social media!



Spring 2025



Digital D2D

# Good Neighbour Award



Our Good Neighbour Award recognises people who help make a difference to their neighbours and community, either on a regular basis or through a single act of kindness.

**Award is presented to Tom! Nominated by Danielle:**

**“Thank you for helping me in different ways, you have helped take the bins out every week, put up my washing line, and repaired my broken window until it got fixed.**

**I know if I ever need anything, you or your partner, Marion will help where you can. They’re always there if you need them and are lovely people who never want anything in return. You’re really kind, easy to talk to and get along with.”**

*Danielle*



Tom (left) receiving his Good Neighbour Award certificate nominated by Danielle (right).

**Awards were also presented to Daniela, Carolyn and Catherine. Nominated by Ellie:**

**“Thank you to three of my neighbours for helping to support me through a really hard time. For being there in times of need both emotionally and also with bringing me meals and food parcels when I was unwell. Thanks for taking my bins out, helping with removing scrap metal and just recommending where you can for help. All of your kindness has not gone unnoticed.”**

*Ellie*

**Residents were very thankful for the awards. Daniela said:**

**“It’s a great thing to do to make it an even better community. I am so grateful for the kindness in the community around me.”**

*Daniela (Ellie’s neighbour)*



Would you like to nominate someone for a Good Neighbour Award? Nominate today at **Get Involved > Good Neighbour Award** at [www.broadlandgroup.org](http://www.broadlandgroup.org)



## Contents

Good Neighbour Award	2
Making Progress Onsite: New Homes in Salthouse	3
DAHA Accreditation: Achieving our Accreditation	3
Housing with Care	4
Community Noticeboard	5
Outdoor Fire Safety: BBQs, Patios & Terraces	6
Repairs Improvements	7-9
The Big Spring Clean! Top Tips to clean and declutter your home	10
Waste Disposal & Recycling	11
Wellbeing in Focus: Sharing a cup of PositivITEA with Avril	12
Gardening Competition 2025	13
Housing for Over 55s Update (HOP)	14
Get Involved	15
Spring Crossword Competition	16

### Spot the flowers!



Spot the flowers in this magazine! Email the total to [tenantengagement@broadlandgroup.org](mailto:tenantengagement@broadlandgroup.org) for a chance to win a £10 Love2Shop voucher!

# Making Progress Onsite

## New homes in Salthouse

We are making fantastic progress on our new homes in Salthouse. These homes will be operationally carbon net zero and use a high level of energy efficiency. We look forward to continuing the development.



# DAHA Accreditation



## Achieving our Accreditation

We are thrilled to announce that we have been awarded the **DAHA (Domestic Abuse Housing Alliance) Accreditation**.

This significant achievement comes after a dedicated two-year effort to implement robust processes that empower our staff to effectively support survivors and ensure accountability for abusers.

This accreditation demonstrates our commitment to creating a safe and supportive environment for all.



**"DAHA accreditation is the UK benchmark for how housing providers should respond to domestic abuse in the UK. We are the only project in the UK offering a domestic abuse accreditation for the housing sector."**





# Housing with Care

Our Housing with Care schemes provide a supportive environment for older people with care needs who wish to maintain independence.

## What is Housing with Care?

Housing with Care allows individuals to live independently in self-contained flats with access to round-the-clock on-site care professionals and exceptional communal services, including:

- Communal garden spaces
- On-site laundry facilities
- Communal dining and seating areas
- Social activities
- Freshly prepared meals
- On-site assisted bathing and toilet facilities

## Who is Eligible?

Eligibility for Housing with Care residents requires a care and housing needs assessment from Social Services and the local housing department. Typically, eligibility criteria include:

- **A housing need:** Your current home is unsuitable and cannot meet your requirements.
- **A care and support need:** You require assistance with daily activities like getting up and going to bed, bathing, preparing meals, and medication management.

For further information, visit **Our Homes > Find a home > Housing with Care** at [www.broadlandgroup.org](http://www.broadlandgroup.org)



**Norfolk County Council** provides informative videos and guides about Housing with Care at [www.norfolk.gov.uk/independentliving](http://www.norfolk.gov.uk/independentliving)



# Community Noticeboard

## MensCraft Basketball



**Mondays 11:00 - 12:30pm**



**Great Yarmouth Seafront Courts,  
29-35 Marine Parade, NR31 6EE**



**No booking required.**

A weekly, free-to-attend basketball group for men aged 18-30. Sessions are ran by **MensCraft Waypoint service** in Great Yarmouth, providing support for young men.

## Feathers Futures Weekly Drop-in



**Friday Mornings 9:30 - 12pm**



**Feathers House, 25-26 Hall Quay,  
Great Yarmouth, NR30 1HP**

Feathers Futures brings women together into a connected community group. Their weekly drop-in is a chance to have a chat, receive advice and support, and find out more about what Feathers Futures do. Refreshments are available for 50p.

## Adventure Cinema



**23rd, 24<sup>th</sup> & 25<sup>th</sup> May**



**Holkham Park, Holkham, Wells-  
Next-the-Sea, Norfolk, NR23 1RH**



**Booking is required. Ticket  
prices from £12.50.**

Adventure Cinema will be returning to the Walled Garden to bring five fantastic open air cinema showings. Hot food and snacks will be available.

## Challenge Woods - Outdoor Kid's Play Area



**The Nest, Holt Road,  
Horsford, Norwich NR10 3AQ**



**Booking is required. Ticket  
prices vary. 0-3yrs old - Free.**

The Nest's Challenge Woods offers 330m2 of outdoor play, built into the surrounding trees and woodland. Perfect for a half-term activity!

## 8:56 Foundation Men's Time to Talk



**Last Thursday of each month 7:00pm**



**Steam Cafe, High Street,  
Kings Lynn, PE30 1BW**

Free to attend peer-to-peer support group. A place for men to vent, learn and adopt skills to handle life challenges. Refreshments provided.

## The Love Dereham: Community Lunch



**Every 2<sup>nd</sup> Tuesday of every  
month 11:45 - 1:30pm**



**Dereham Baptist Church, Church  
Annexe, Norwich St, Dereham,  
NR19 1BX**

Free lunch for anyone who is feeling lonely or can't afford a meal out. Tickets are £1 which is a deposit. You get your £1 back when you come to the lunch.

## Wellbeing Walks King's Lynn



**24<sup>th</sup> April, 22<sup>nd</sup> May & 26<sup>th</sup> June**



**Customs House, Purfleet  
Quay, PE30 1HP**



All walks are open to 16+ with no need to book. Each Wellbeing walk features a café stop.

## Friday Social Support Group



**Every Friday.**



**The Shoebox Community Hub, 21-  
23 Castle Meadow, Norwich, NR31  
3DH**

Join this friendly and supportive group!



# Outdoor Fire Safety

With Summer just around the corner, we want to spend more time outside in the sunshine. However, you have a responsibility to be aware of the safety risks.

## BBQs

- Always consider neighbours by the travel of smoke and smell.
- Ensure the BBQ is in a safe location away from anything that might catch fire.
- Never leave a lit grill unattended.
- Keep children and pets at a safe distance.
- Do not use water to extinguish a grease fire - Close the grill lid and turn off the gas.



## Balconies & Terraces

- Please avoid smoking on your balcony and dispose of materials carefully.
- NO BBQs, electrical grills, firepits or patio heaters.
- NO fuel for BBQs or firepits.
- NO candles or incense.
- Prevent external fire spread - Avoid hanging laundry, flammable furniture or clutter.

**Check balcony weight limits to avoid exceeding safety standards.**



For more information visit **Manage your home > Your home > Safety** in your home at [www.broadlandgroup.org](http://www.broadlandgroup.org)





# Repairs Improvements

We recognise the importance of enhancing our repair service. Therefore, we have been working on developing and implementing our Repairs Improvement Plan.

We have engaged with our residents to gain an understanding of their experiences with repairs. These methods include, but are not limited to, resident events, satisfaction surveys, complaints, social media, face-to-face feedback, our Tenant Assurance Panel and Housing for Over 55s Panel, and community conversations.



We listened and analysed what we heard. The following key areas of improvement were identified:

- **Wait times:** Your repair wait times are too long.
- **Appointment times:** You didn't turn up when you said you would.
- **Delayed Fixes:** You didn't fix it first time.
- **Communication:** Your communication hasn't been effective.
- **Incorrect Operatives:** The right operatives with the right skills are not being sent.
- **Inflexible:** You are not flexible on residents' working times/school times.
- **Cancellations:** My job got cancelled and was lost in the system.
- **Contractor Management:** You need to improve the management of contractors.
- **Post-inspection:** There is a lack of post-inspection following work completion.
- **Timescales:** Your communication timescales for communal repairs are ineffective.

# Improvement Plan



## What we're working on

Using this information, we have developed a comprehensive repair improvement plan that included over 100 actions designed to enhance the repair experience.

Here are some of the improvements we've made:

- **Travel Rule:** Introduced a 30-minute travel rule for scheduling an operative's work – Reducing wasted travelling time.
- **Scheduling in Local Delivery Areas:** This is intended to reduce travel time and improve our operative's knowledge of their areas and the homes within them. This has been well-received by Broadland residents.
- **Emergency Button:** We developed an emergency button within our IT system, which enables our schedulers to schedule operatives for emergencies and, in turn, decrease the time it takes to respond to them.
- **Repair Spotlight Events:** At these events, we attend a scheme with a team of Broadland staff, and work through outstanding jobs. While we are present, we are also available to discuss any repair concerns.
- **Recruited Scheduler:** We recruited an additional scheduler to decrease the time it takes to reschedule follow-up work.

- **Operative Standard:** We reviewed and relaunched our in-house document, the Operative Standard. This is a crucial document which clearly states expectations for our operatives. We cover that residents should be notified before we attend, ID badges should be displayed, and communication should be provided regarding what we are doing and where we will be working.
- **Spot Checks:** We introduced spot checks on jobs being raised by our Customer Service Team to ensure that accurate and comprehensive diagnosis information is recorded, thereby setting our operatives up for success.
- **Enhanced Refurbishments:** We have taken actions to enhance the way we deliver kitchen and bathroom refurbishments. This includes reviewing the materials we use and recruiting two Planned Works Managers.
- **Improved Communications:** Following much feedback, we enhanced our email and text communications to include the job headline, helping residents understand which repair the communication relates to.

This is not an extensive list, but it highlights a few areas where we have made progress.



# Improvement Plan (Continued)

## What we have done

We have seen some real improvements in repair performance, including:

### ✓ Published Timescales

We track the number of jobs we complete within the published timescales outlined on our website. In March 2024, we were completing **80%** of jobs within the timeframe. In February 2025, we completed **93%** of our jobs within the specified timeframe.

We know that we don't always get it right, but we are pleased to see some real progress. However, we recognise that there is still more work to be done.

### ✓ First-time Fixes

We have focused on first-time fixes, as this is something our residents have identified as necessary. In March 2024, we were seeing first-time fix rates of **83%**; we are pleased to have seen this improve to **97%** in February 2025.

We still have some work to do, but we have seen a significant improvement in this area.

### ✓ Reduced Wait Times

Across all repair jobs, we have seen our time frame, from the initial repair request through to completion, improve. In March 2024, the average for all repairs was 25 days, and in February 2025, it was 13 days.

Reducing wait time is a top priority for us. We are working on improvements for our repair scheduling system, which will be launched this year, and we hope it will lead to a positive improvement in everyone's repair experience.



For more information on repairs, visit **Manage your home - Your home - Report a repair** at [www.broadlandgroup.org](http://www.broadlandgroup.org)

Or scan the QR code using your smartphone:



# The Big Spring Clean!



## Top Tips to clean and declutter your home

Spring is the perfect time to give your home a fresh start. A good clean and clear-out can help you feel more organised and relaxed.

### Take it one room at a time

Don't try to do everything in one go. Pick one room to start with and focus on that before moving on.

### Make 3 piles - Keep, Donate, Bin

Go through your things and decide what you want to keep, what you can give to charity, and what needs to go in the bin. Be honest, if you haven't used it in the last year, you probably don't need it!

### Use storage boxes

If you have items you want to keep but don't use, store them in labelled boxes to keep things tidy and easy to find.

### Get the whole household involved

Spring cleaning doesn't have to be a solo job. Get everyone at home to join in. It'll be quicker and more fun.

### Clean as you go

While you're decluttering, take the chance to wipe down surfaces, clean windows, and vacuum corners that often get missed.

### Recycle where you can

Don't forget to recycle items like paper, cardboard, plastic, and old clothes if they can't be donated.

**A clean and tidy home can help you feel calmer and more in control. So put on your favourite music and enjoy giving your home a fresh start this Spring!**





# Waste Disposal & Recycling



## Bulky Waste collections

Norwich City Council will collect unwanted large or bulky household items, including fridge/freezers, mattresses and furniture (charges apply). See NCC's website for a full list of items they will collect.

**Book your Bulky Waste Collection online here:**



**NORWICH**  
City Council



## Reuse, Recycle

**If you have unwanted bulky items that are still in good condition, you could:**

- Donate it to someone who could reuse it.
- Take it to a Reuse shop at your local recycling centre (see below).
- Contact charities in Norwich who provide a collection service for your unwanted furniture and electricals.

## Recycling Centres



**Norwich North Recycling Centre (9-4pm)**  
Morse Road  
Horsham St Faith  
NR10 3JX



**Norwich South Recycling Centre (9-4pm)**  
Ipswich Road  
Norwich  
NR4 6FA



## Book your Timeslot

**Booking a slot is free of charge.**



**Norfolk**  
County Council



You must book to visit a recycling centre. This can be up to one week before your visit.

**Household Waste accepted –**  
This includes garden waste, upholstered seating, DIY waste, tyres and plasterboard.

# Wellbeing in Focus

## Sharing a cup of PositiviTea with Avril



**My name is Avril, and I'm going to be writing a new article series for Door to Door magazine around the broad theme of positivity and wellbeing. I'll be sharing some of the little things we can do that can make a difference in our lives, irrespective of who we are.**

First off, I'll admit that I've not always been the positive person that I am today. In fact, quite the opposite was true for much of my life. So, what I'll share will be based on my real-life experiences and the little changes I've made over time, that have often made a huge difference in my life.

In today's topsy turvy world we need to encourage and support each other more than ever, and I hope we can do this in some small way through these articles. One of the most significant lessons I've learned in recent years is the impact that even a teeny tiny change can have in our lives. A single positive thought on awakening. A word of gratitude. Smiling at a stranger. Time out for self-care. Reframing how we're thinking about tough situations in which we find ourselves. Remember it's the single drops of water that each play their part in creating the vast oceans.

In the same way our lives can change for the better by each positive choice we make, no matter how small or seemingly insignificant it may seem or feel at the time.

Give it a try and believe that even small changes are possible - because they really are!

I look forward to sharing this journey together with you.

**Until next time, take care and remember, YOU matter!**

**AVRIL**

(BHA Resident)





# Gardening Competition 2025

Do you love your garden?  
Why not enter our Gardening Competition! You could win up to £50 and receive a certificate.

Entries are open until **Friday 6<sup>th</sup> June.**

## How to Apply!



Please submit the **Category** you would like to enter along with your **Full Name** and **Tenancy Reference Number** by either:

- **Online entry form:**

Scan the QR code or visit **Get Involved** on our website.



- **Email:** [tenantengagement@broadlandgroup.org](mailto:tenantengagement@broadlandgroup.org)

- **Phone:** 01603 750113

**You can only enter into one category.**  
**Open to BHA residents only.**

Judging will take place between  
**Tuesday 1<sup>st</sup> - Wednesday 2<sup>nd</sup> July.**



## Competition Categories



### Best Garden

Does your garden have the **wow factor**? We are looking for a variety of plants in different colours, shapes and effective use of ornaments.



### Best Small Garden

We want to see the best use of space in your garden and a variety of plants or flowers.



### Best Communal Garden

Is your garden shared with other residents at your scheme? We are looking to see how your garden benefits you and your neighbours.



### Best Patio, Courtyard or Balcony

Even in the smallest outdoor space, we want to see the creative ways you have been planting.



### Best Hanging Baskets

We want to see lots of different colours, plants and flowers.

# Housing for Over 55s Panel Update!

**Hear from our HOP member, Leslie, who shares his thoughts on our most recent HOP meetings.**

A year ago, we at Woodcote Sheltered Housing Scheme formed a Residents Committee, which has been holding regular meetings with the aim of responding to our fellow resident's concerns and questions.

At the invitation of Chair of the Housing For Over 55s Panel (HOP), Chris Poole, I have attended two meetings of HOP, which was set up three years ago with the aim of identifying topics which are of importance to people aged 55 and over who live in a home rented from Broadland Housing Association (BHA).

I found it interesting to meet residents from other BHA homes and hear their views in open talks.

It seemed to me that we all have similar types of issues and it was good to be able to talk freely about them. It was interesting to meet the guest speakers from BHA and to hear them explain their roles within the organisation. It was also good to hear why it is sometimes difficult to achieve the outcomes that tenants would hope for.



Whether we agree or disagree, we were able to put our views to Broadland, which has been very helpful when talking to residents in my own scheme.

I'll definitely be back and I'm already looking forward to meeting the guest speakers both from BHA and outside organisations.

**Leslie**



Interested in joining the HOP Panel? For more information visit **Get Involved > Housing for Over 55s Panel (HOP)** at [www.broadlandgroup.org](http://www.broadlandgroup.org)

Or scan the QR code using your smartphone:



# Get Involved

## 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.



## Mystery Shopper

As a mystery shopper you will look at:

- **Empty homes before new residents move in, ensuring we meet our standards.**
- **Customer Service and our out-of-hours service.**

Being a Mystery Shopper you get to work with us and help plan the best way to improve our services. As a thank you, we will reward you with **Love2Shop vouchers**.

## Out & About

**At Broadland, we want to stay in touch with our residents. That's why we've continued our Out & About programme and will be running this over the next year. Broadland staff members will visit your scheme and talk to you.**

We want to hear what you think about the scheme, answer any questions you have, and make sure everything is going well where you live. Whether it's about improvements, reporting a problem or just a friendly chat, we're here for you. You will receive a follow up letter on what we are going to do in response to your feedback.

We'll send you an email, text or postcard before our next visit to your scheme, so you know when we'll be coming.

**Interested in getting involved?  
Get in touch today!**

**Email:** [tenantengagement@broadlandgroup.org](mailto:tenantengagement@broadlandgroup.org)

**Phone:** 01603 750113

Visit **Get Involved** at  
[www.broadlandgroup.org](http://www.broadlandgroup.org)



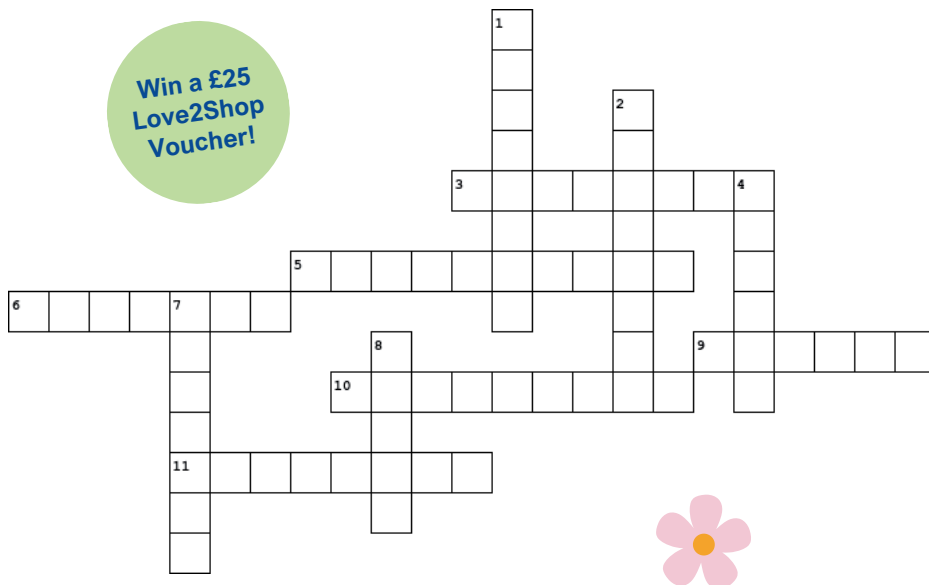
**Or scan the QR  
code**





# Spring Crossword Competition

Win a £25  
Love2Shop  
Voucher!



## Across

3. A sweet, frozen treat that's perfect on a warm day.
5. Glasses with dark lenses that protect your eyes from the sun.
6. A small red beetle with black spots, often seen in gardens.
9. A fine powder from flowers that helps plants grow, but can cause allergies.
10. A tall plant with a large, yellow flower that turns to face the sun.
11. Bright light and warmth from the sun, often associated with clear, happy days.

## Down

1. A waterproof coat worn to stay dry during rain.
2. A way of cooking food outdoors over a grill, often enjoyed in summer.
4. A grassy field filled with wildflowers and buzzing insects.
7. A flower that has just opened up, especially in Spring.
8. A colourful, cup-shaped flower that blooms in Spring.

**Entries close  
16<sup>th</sup> June.**

## To enter:

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

## Online

You can complete the crossword and enter online by visiting **<https://crosswordlabs.com/view/2025-04-25-243>**

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

## Post

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



## Congratulations

Well done to our resident, Katrina, who won our Winter Door to Door competition! We hope you enjoyed your voucher.

## Sign up to receive Door to Door

**Enjoyed this issue of our resident magazine?**

Sign up today to continue receiving Door to Door. Find out the latest updates, resident news and competitions. Available in print, large print, digital and audio.

**Sign up here**



**[www.broadlandgroup.org](http://www.broadlandgroup.org)**

**Stay in the loop - follow us on social media!**

