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Door to Door Your resident magazine

Winter 2026

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Digital D2D



Christmas Get Together

A Celebration for our Involved Residents

In December, we had our Christmas get together event for our involved residents. It's always a great opportunity for us to say thank you for their commitment over the year. The event consisted of Boogie Bingo, hosted by Tim from Disco Network, a buffet with lots of Christmas treats, and plenty of festive music and jumpers worn!



A massive thank you to all who got involved this year!

Celebrating Residents of Over 47 Years

In December, we had a very special Christmas themed afternoon tea with two residents from Kings Lynn.

Over 46 years ago, Mr & Mrs Fawkes were the first residents to move into their flat. Both from the Kings Lynn area they have raised their two sons on the housing scheme. Mr Fawkes said he has seen so much change over the years, with families in the area growing up and them having families of their own.



Mr Edgeley, another resident, has lived in his flat for 45 years. It was wonderful to speak to both residents and hear their stories after living in their homes for such a long time.

Michael Newey (CEO) commented:

"It was great to spend time with some of our residents who have lived in their homes and hear their stories on how the local area has developed, including improvements Broadland has made over the years."

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Email and Survey Changes



We are pleased to say that as of **14th January**, we have moved to a new communication system called **CX-Feedback**. The system has been made specifically for social landlords and provides us with more options on how we gather your feedback.

What changes will be made?

- Emails and surveys will be delivered from '**Broadland Housing Association**' and the email address '**tenantupdates@broadlandgroup.org**'.
- **Texts** will be delivered from '**Broadland**'.
- Emails and surveys will **always** have our logo clearly placed at the top.



Top Tips for Cyber Security

- Always check the sending email address, never trust the name.
- Is the email asking you to do something unexpected or out of the ordinary?
- Is it urgent? By instilling panic, scammers attempt to shortcut your critical thinking.
- Is the sender asking you for your usernames and passwords?
- Is it usual and expected format? (eg. signature, banners and links).
- Is the language consistent with the sender?
- Anything slightly off about the message?

If you are ever suspicious of an email, please don't hesitate to contact us directly on 0303 303 0003 or enq@broadlandgroup.org.



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Can we make improvements?
Is there something you would like more of?



Tell us what you think of our magazine for a chance to win a £10 Love2Shop voucher!

Email your honest feedback to tenantengagement@broadlandgroup.org



Mobility Scooters & Electric Wheelchairs



Policy and Procedure

At Broadland, we know that mobility scooters and electric wheelchairs can make a huge difference to residents' independence and wellbeing.

To help keep everyone safe, especially in communal buildings, we have updated our policies and procedures. These policies and procedures also cover the use and storage of e-scooters, e-bikes and similar vehicles.

Why do I need permission?



To use, store or charge a mobility scooter, electric wheelchair, e-bike or e-scooter on Broadland property, you must apply for permission first. This helps us:

- Keep communal areas safe and free from fire risks.
- Make sure equipment is stored correctly.
- Check if there is enough suitable storage space.
- Ensure the scooter or bike is being used legally and responsibly.

Petrol fuelled mobility scooters are not allowed anywhere on Broadland property, including outside areas.



Where can I store my scooter or bike?

- Communal areas cannot be used for storage unless Broadland has formally **approved** the space for this purpose.
- If you store a scooter in a communal area without permission, Broadland is likely to remove it for safety reasons.
- Approved storage areas must be kept tidy, and scooters must be charged safely in line with electrical and fire safety guidance, and manufacturers guidelines.
- Scooters must be used regularly (at least once a month) and we will carry out a risk assessment to ensure the storage location is suitable.

Safety Matters: Fire Risks and Charging

Modern lithium batteries - used in many mobility scooters, e-bikes and e-scooters - can cause intense fires if damaged or incorrectly charged. These fires spread rapidly and produce toxic smoke.

To keep everyone safe:

- Only charge your scooter or bike in approved areas.
- Never block corridors, exits or escape routes.
- Keep equipment well-maintained and serviced.
- Report any battery or charging concerns immediately.

Recent Incidents

These two recent incidents serve as stark reminders of the risks associated with e-bike and mobility scooter batteries.

Last updated: 01/10/2025, 3:42 PM

London faces record number of e-bike fires in 2025 as calls for more urgent awareness grow

01/10/2025 | 15:00 | London-wide | Our campaigns

The number of e-bike and e-scooter fires in a single year in London could be the highest yet, latest statistics from London Fire Brigade indicate.

As of 28 September, 165 e-bike and e-scooter fires had been recorded in the capital in 2025, including 134 e-bike fires. This is an average of around 18 e-bike or e-scooter fires a month. If this trend continues for the rest of the year, London will surpass 200 incidents in a single year for the first time.

“As of 28 September, 165 e-bike and e-scooter fires had been recorded in the capital in 2025, including 134 e-bike fires. This is an average of around 18 e-bike or e-scooter fires a month. If this trend continues for the rest of the year, London will surpass 200 incidents in a single year for the first time.”

Source: www.london-fire.gov.uk

Scooter batteries are blamed for blaze in Bromley garden shed

Posted on January 19, 2026 by [insidecroydon](https://www.insidecroydon.com)

Four fire engines and around 25 fire fighters were called to a fire in a garden shed in Bromley on Saturday, where the “catastrophic failure” of lithium batteries in two mobility scooters has been given as the cause of the blaze.



No one was hurt, and although the fire was under control within barely half-an-hour of the Brigade being called out, the garden shed behind a house on Mosul Way, off Bromley Common, was completely destroyed.

A London Fire Brigade

“Four fire engines and around 25 fighters were called to a fire in a garden shed in Bromley on Saturday, where the “catastrophic failure” of lithium batteries in two mobility scooters has been given the cause of the blaze.”

Source: www.insidecroydon.com



Do I need insurance?

Yes - Even though the law does not require it, Broadland's policy does.

You must provide proof of insurance that covers accidental damage, theft and third-party liability.

Registration & Legal Requirements

- Class 2 mobility scooters do not need DVLA registration.
- Class 3 mobility scooters must be registered.
- E-bikes and e-scooters do not require DVLA registration, but they must meet legal safety standards.

You may also need to provide service history or meet certain conditions before permission is granted.

How to Apply

If you wish to keep or charge a mobility scooter, electric wheelchair, e-bike or e-scooter at your home, **please contact your Scheme Manager or Neighbourhood Officer.**

They will guide you through the application form and let you know the outcome within **10 working days.**

Working together to keep everyone safe

These rules help protect residents, staff, visitors and the wider community.

Failure to follow the policy may result in legal or tenancy action, but our aim is always to work with you to find safe and suitable solutions.

If you use mobility equipment and need support with storage, charging or the application process, please get in touch.

We're here to help.

Housing Management

Latest Updates

This section focuses on the work of the Housing Team who manage your neighbourhoods and tenancies.

We want to share important information about updates to some of our policies and procedures, how we are learning from complaints, and general updates about our services.

- **Anti-Social Behaviour** (pages 6-9)
- **Communal Areas** (page 10)
- **Safeguarding Residents** (page 10)
- **Contacting Neighbourhood Officers** (page 11)
- **Learning from Complaints** (page 11)



Anti-social Behaviour (ASB)

We know that how we deal with anti-social behaviour is important to residents. It is the housing service where we receive the highest rate of dissatisfaction and the most complaints.

When residents make a complaint about anti-social behaviour, they often want the outcome of the case to be the eviction of their neighbour. We understand why this might happen, but it's not going to be the outcome in the majority of cases.

We want to share more information about what we can and can't do to help manage expectations about the possible outcomes.

What residents can expect from Broadland

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

- **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. Your Neighbourhood Officer will contact you within **1-working day** if you report threats of violence, actual violence or any type of hate crime. If you report any other type of anti-social behaviour, you will receive a contact from your Neighbourhood Officer within **3-working days**.
- **Action Plan:** Your Neighbourhood Officer will complete an action plan with you. This will discuss how we can support you, state what evidence is needed and outline the interventions that will be taken to try and resolve the issue.
- **Support:** We will support you as much as we can throughout the process and will make the relevant referrals to support agencies where necessary.
- **Communication:** We will keep you informed throughout the process, providing regular updates at times and dates that are 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 by a senior member of staff to ensure that it is being investigated properly, and the correct action is being taken.



What we need from residents



To effectively address anti-social behaviour, we need your help. Here's how you can assist us:

- **Cooperation:** Willingness to cooperate with the investigation, which may include attending meetings or providing further information as needed. In some cases, we may also need you to provide witness statements and attend court.
- **Work with partner agencies:** Dealing with anti-social behaviour often involves us working with partner agencies, such as the **police** and **Environmental Health**. It is vital that you work with them to help assist with the investigation.
- **Log Sheets:** To prove how often incidents occur, we may need you to keep detailed records of any incidents of anti-social behaviour, 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 can be a long process. We understand that this can be frustrating and would appreciate your understanding throughout the process.

Frequently asked questions:

1) How many warnings can the person causing anti-social behaviour have before Broadland evict them?

All cases are unique. The types of interventions required to resolve the case vary depending on the behaviour being caused and the circumstances of the individual causing the behaviour. Because of this, we cannot have a set number of warnings we can issue before we apply to evict someone. For example, if the anti-social behaviour being caused is linked to mental health issues, we would have to show that we have tried to work in partnership with the mental health team before considering applying for possession.

2) Will you tell the person causing the anti-social behaviour that I have made a complaint about them?

We will not tell them that you have complained, however we cannot guarantee anonymity. For example, the details of the report may make it clear who is likely to have complained.

If the case progressed to court, your name and address would be disclosed as part of the proceedings. You would be required to attend court and provide a witness statement. We know that this is not an easy thing to do and we would support you through this to make the process as comfortable as possible.



3) What action will Broadland take against the person causing anti-social behaviour?

We can take either legal or non-legal interventions against the person causing anti-social behaviour:

Non-legal	Legal
Warning letter	Seeking an injunction from the courts
Visiting the perpetrator	Applying to court for possession of the property
Offering mediation	Ending a starter tenancy
Acceptable behaviour contract	Extending a starter tenancy

The action Broadland will take depends on a number of factors such as what the anti-social behaviour is, how often it is being caused and what harm it is causing. For example, if we received reports that someone was playing loud music, our first action may be going to visit the perpetrator.

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. Factors influencing the duration include the nature of the anti-social behaviour, the effectiveness of interventions, the cooperation of all parties involved and if the perpetrator has any complex needs or disabilities.



Anti-social Behaviour (ASB) Case Review



How you can get help

If you are experiencing persistent anti-social behaviour and feel like your complaints are not being addressed properly, you have the right to apply to your local authority for an ASB case review.

The **Anti-social Behaviour Case Review**, previously known as the **Community Trigger**, allows victims of persistent ASB to request a multi-agency review of their case if certain criteria is met. The review is chaired by an independent person and ensures that the response to your complaints is thorough and coordinated among relevant agencies, such as the police, local authorities, and housing providers.

To apply, please contact **Norfolk County Council (Norfolk)** or your **Local Authority** if you live in **Suffolk**.

Learning from Complaints:

Our use of Mediation in Anti-social Behaviour (ASB) cases:

We have strengthened our procedure to make it clearer that we will offer mediation where neighbours do not get along and the issue reported is not anti-social behaviour. This aims to help manage expectations about what we can and cannot do in these situations.

Changing Language when dealing with Anti-social Behaviour cases:

We are reviewing our policy, procedures and other documents to change how we refer to people who contact us about anti-social behaviour. Previously, we used the term “**complainant**”; we are changing this to “**reporter**” to reduce confusion with our formal complaints process. Reports of anti-social behaviour are a service request, not a formal complaint. This change is currently being implemented and will be communicated to residents in the future.



Dealing with reports of ASB when it's caused by someone who isn't a resident:

We need to take a different approach when the person who is causing ASB is not a resident in a Broadland home. We have carried out some further training with Neighbourhood Officers about how we deal with these situations as we know the impact it can have on residents.

Using CCTV Footage as Evidence:

We have updated our procedure to clarify when CCTV footage (including Ring doorbell footage) may be used to support reports of anti-social behaviour.

Residents should record incidents in an incident log and, where relevant, submit only the specific footage that directly relates to the behaviour reported.

Residents should not search back through historic footage unless they believe a specific earlier incident occurred and can explain the relevance and the harm caused. We will not rely on footage that appears to be the result of persistent monitoring of neighbours, routine review without cause, or footage capturing private areas unnecessarily, as this may be viewed as intrusive, disproportionate, or even harassment.

Closure letters in cases:

When closing a case, we will contact the alleged perpetrator and all reporters to inform them of our decision. This will then be followed up by a letter or email explaining why the case has been closed.



For more information visit **Manage your home > Your neighbourhood > Anti-social Behaviour** at www.broadlandgroup.org



(Other learnings continue on page 11)

Communal Areas

To help keep everyone safe, especially in the event of a fire, it is essential that all communal areas remain free from any items that could cause an obstruction.

Where items have been stored incorrectly, a **notice** will be placed on belongings left in shared spaces requesting that they are removed. If these items are not taken away within the time frame stated on the notice, they may be **removed** and **disposed of**.

If you ever receive a notice on your belongings, please ensure they are promptly taken out of the communal area and contact your **Neighbourhood Officer** to discuss the matter further. Keeping walkways clear helps ensure a safe and accessible environment for all residents.



Safeguarding Residents



Broadland is committed to ensuring our residents live safely. When our staff or contractors visit your home, they are trained to identify safeguarding concerns. If they observe or hear anything that concerns them, including someone making threats to harm themselves, they will report it to the Safeguarding Manager.

- The **Safeguarding Manager** may ask a **Neighbourhood Officer** or **Tenancy Support Coordinator** to contact you and arrange a home visit.

Depending on the situation, we may liaise with:

- Children's or Adult Services
- Your GP
- Community Mental Health Team
- Wherever possible, we will seek your consent before making referrals, but we may act without consent if we believe you or someone in your household is at risk.

We have received feedback from residents who have been concerned about our approach in contacting their GP. We want to assure you that our priority is to help you remain safe and access any support you need when we take this action, and that we are meeting our duties to safeguard you.

Safeguarding Concerns: We have strengthened our procedures when a resident tells us they intend to cause themselves harm. In these situations, we will identify and contact their GP and share these concerns. If there are other concerns, we may also do a referral to **Adult or Children's services**. Our priority is to safeguard you and your household, which is why we will share information in these circumstances.

How to Contact your Neighbourhood Officer

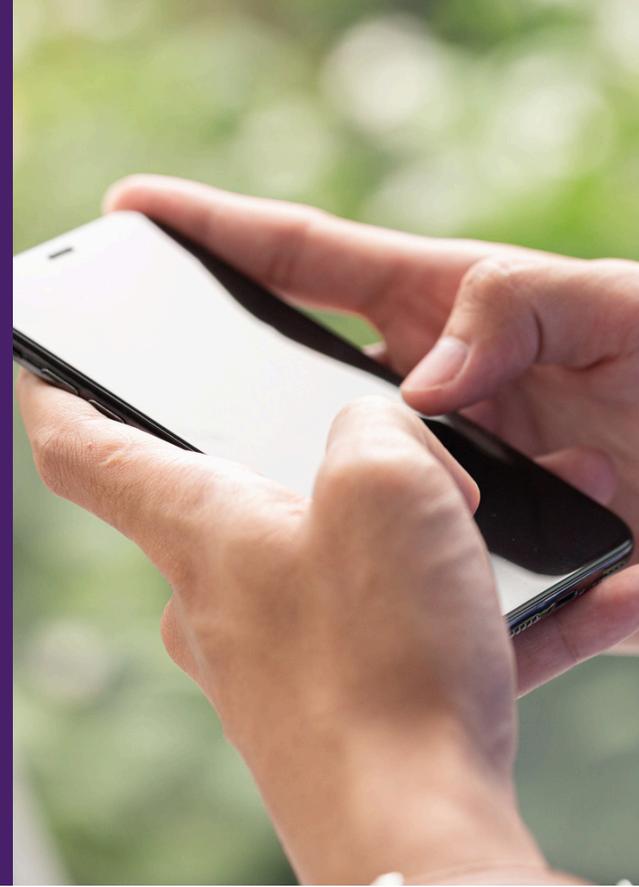
We often receive feedback from residents about how they can find the details of their **Neighbourhood Officer**. If you are a resident with internet access you can find your Neighbourhood Officer at **Contact us > Find your Local Team** at www.broadlandgroup.org. Type in your postcode and it will provide you with their contact details.



Or scan using your smartphone to Find your Local Team on our website:



If you are not online, please contact our **Customer Services** team on **0303 303 0003** and they will provide you with the information.



Learning from Complaints

We treat complaints as an opportunity to learn from your feedback and improve our services, helping to create a better experience for residents in the future.

Below is what we've learned from complaints over the past year and the changes we've made as a result (including anti-social behaviour learnings on [page 9](#)).



Protecting your Personal Information

Sometimes residents have conversations with our staff in communal areas which may be in passing or because it's not convenient to have them in the home. Staff have been reminded that they should not be having conversations about personal tenancy matters in a public area and not to feel pressured to do so.

This may mean that they say to you "It's not appropriate to have this conversation here, we can either continue it in your home, or we can arrange a phone call or appointment for you to come into the office." This is to protect you and your personal information.

Explaining Tenancy Agreements

We will explain to new residents, as part of the allocation process, what type of tenancy they are being offered and why, and we will record that this has been done.

We want to ensure that residents are clear about the agreement they are entering into and what this means for them, especially where the tenancy is a **Starter or Shorthold Agreement**.

Service Charges

Frequently asked questions

At this time of the year, many residents will be receiving their annual Service Charge Estimate which is included with the annual Rent Notification letter.

Every year, we receive a high number of calls and emails when the letters arrive. We have increased the amount of information we include in the letter to try and help answer the most common questions. We also hope that including the information in this edition of Door to Door may be useful and will save residents needing to contact us.



1) What is a Service Charge?

A service charge is an amount payable to your landlord towards the cost of providing and maintaining services where you live and are in addition to your rent.

2) What is the difference between a Service Charge and Personal Service Charges?

A service charge relates to the cost of maintaining communal areas which are shared by everyone. A personal service charge is where the service is provided for your home, such as heating or hot water.

3) Why are some Service Charges covered by Housing Benefit or Universal Credit and some are not and need to be paid for by the resident?

A Housing Benefit or Universal Credit will cover service charge costs, however, they will not cover personal service charges. This is because they are considered personal living expenses.

4) Why do I receive a letter in February and another letter in September about Service Charges?

The letter we send you in February is an estimate of what we think it's going to cost to provide services to you over the next year. In September, we send a letter providing you with the actual costs for the previous year.

5) Why do I get charged for a service that I am not receiving?

If you receive a statement with a charge that you do not know what it is for, please get in touch so that we can explain it to you.

6) I live in a house and have my own garden, why do I get charges for grounds maintenance?

If you live in a house with your own allocated garden, but you are being charged for grounds maintenance, this means there are areas where you live that are shared and we need to maintain them. This is often small, grassed or shrubbed areas. It will also include maintenance of hedges and trees that are not in residents gardens.

7) I am unclear about what the charges cover, how do I find out?

To view our Service Charges explained, visit our web page at **Manage your home > Your Payments > Service Charges**. We hope these clarify what you are paying for.

Or scan the QR code:



If you have any queries about **Service Charges** where you live or have suggestions on improvements about the information we provide, please contact us via email at servicecharges@broadlandgroup.org. Or call Nicci Leeson, Service Charge Officer on 01603 750193



Meet the Income Recovery Team



The team are here to help

Life brings constant change, and with that your financial circumstances can change too. Paying rent and service charges is a priority, and our Income Team is here to help and support you during any time that you may be experiencing financial difficulty.

How can we help you pay and sustain your tenancy:

- **Talk to us early:** We are approachable, understanding and will work with you.
- **Create a payment arrangement:** We will set up a realistic and affordable payment plan to clear arrears over an agreed period of time.
- **Set up a direct debit:** We will set up a direct debit for you, so your rent is paid consistently every month, week or fortnight on a day that works best for you.

- **Help with benefits:** You may be entitled to additional benefits, and we can help with Housing Benefit and Universal Credit applications.
- **Refer to additional support:** We have our own Tenancy Support Co-ordinators and Welfare Benefits Advisors who can provide further support with budgeting, managing debts and maximising your income. We can also signpost to other agencies where appropriate.



Find out who your **Income Officer** is and contact them directly. Visit **Manage your home > Your payments > Pay your rent** at www.broadlandgroup.org

Or scan the QR code:



Or email rent@broadlandgroup.org

Heating your home

During the colder months

Here are some top tips for improving the heat efficiency in your home:

- **Seal Drafts:** Use draft excluders for doors, letterboxes and cover gaps around windows.
- **Use Curtains & Blinds:** Open on sunny days to let the heat in and then close at dusk to trap it.
- **Keep radiators clear:** Don't block your radiators with furniture to allow the heat to circulate.
- **Close Doors:** Keep the heat in by closing your doors.
- **Service your boiler:** It's recommended to service your boiler annually to improve efficiency.
- **Regularly bleed your radiators:** This will keep them running efficiently. To find out how to do this visit **How to bleed a radiator - your step-by-step guide** at www.britishgas.co.uk
- **Programmable heating controls:** Setting up a timing function ensures staying on track of heating bills and your boiler to switch on overnight to take advantage of cheaper off-peak energy tariffs.



Healthy Home Top Tips

Windows

Opening windows when cooking, showering, bathing and drying clothes helps moist air escape.

Extractor fans

Turning your extractor fan on when cooking, showering and bathing removes excess moisture from the air.

Lids on pans

Putting lids on pans when cooking prevents excessive moisture in the air (and helps save on your energy bill!).



Damp and mould

What is damp?

Condensation is a type of damp that is caused by excess moisture inside the home. There are other types too, including rising damp, penetrating damp and damp caused by plumbing faults.

What is mould?

Excess condensation or structural damp issues can cause sitting water on surfaces like ceilings, walls and floors. This can lead to damage in your homes, such as flaking paintwork, peeling wallpaper or black mould. Black mould can grow on any surface, but common places include windowsills, ceilings or walls.

If you are experiencing persistent damp and mould, please contact Customer Services on 0303 303 0003.

To find out more, visit our webpage to view our Healthy Homes information leaflet.



Or visit **Manage your home > Your home > Damp and mould** at on our website.



Scan to find out more



Understanding our Recharge Procedure



We have recently updated our recharge policy and procedure which could impact you. We wanted to summarise this and explain more about it.

What is a recharge?

We classify a recharge to be where Broadland have incurred costs for work or services that fall outside of our accepted area of responsibility.

Examples of this include (not exhaustive):

- Repair work that is not deemed to be general wear and tear
- Fly-tipping of rubbish
- End of tenancy work required due to the condition the home has been left in.
- Legal fees where we have had to take legal action against a resident.

What are common recharges?

Some of the more frequent recharges are as follows:

- Lost keys where an Operative needs to attend to gain entry.
- Broken doors, windows or handles
- Court costs associated with legal action against a resident.

What happens if I get recharged?

You should be informed prior to being recharged, but there may be times when we need to retrospectively recharge after the event has occurred. More details can be found within our procedure.

We're here to help

Our aim isn't to catch residents out or apply unnecessary costs. Recharges exist simply to ensure fairness and protect homes across our communities.

If you have any questions about the recharge procedure, responsibility for repairs, or a specific situation, **please get in touch.**

We're always happy to help explain what to expect.

How does Capital Affect Benefits?

What is Capital?

Capital can include:

- Savings in a bank account
- Stocks, shares, ISAs and premiums bonds etc.
- Property (unless excluded)
- A cash lump sum taken from a pension pot

There can be other forms of capital (seek advice if needed).

How much capital can I have before it affects my benefits?

- The first £6,000 of any capital for working age claimants is ignored.



- The first £10,000 of any capital for state pension age claimants is ignored.
- Capital between **£6,000 / £10,000** and **£16,000** can affect the amount of means-tested benefit you are entitled to, because you can be treated as having “**tariff income**”.
- Capital of more than **£16,000** means you are no longer entitled to means-tested benefits unless you receive **Guarantee Pension Credit**.

Some capital can be excluded (seek advice if needed).



What is “tariff income”?

- For working-age claimants, for every **£250**, or part of, above **£6000**, you are treated as having **£1** per week tariff income, which reduces your means-tested benefit.
- For pension-age claimants, for every **£500**, or part of, above **£10,000**, you are treated as having **£1** per week tariff income.

If I receive an inheritance, can I give some of it away?

If you 'give away' capital or cannot show how you have spent it, you may be deemed to still own it. This is called **notional capital**.

If I receive an inheritance, what am I allowed to spend it on without it causing a problem when I later reclaim benefits?

The rules don't specify what you are allowed to spend your money on, but if you have spent it unreasonably you can be deemed to have deliberately deprived yourself of capital.

For example, if you spend some of your inheritance on a luxury holiday and later reclaim benefit, a decision maker could consider this as unreasonable and treat you as having notional capital.

If your benefits end after receiving an inheritance, it is sensible to keep receipts for large purchases in case a decision maker queries where your money has gone when you make a new claim.



If you have any queries, please contact:

Matthew O'Brien,
Welfare Benefits Advisor
matthew.obrien@broadlandgroup.org

Rob Waters,
Welfare Benefits Advisor
rob.waters@broadlandgroup.org

Our new Corporate Strategy 2025 - 2029

Our Board has finalised and published our new corporate strategy for 2025-2029.

The strategy sets out our priorities and ambitions for the next five years. It focuses on continuing to improve our services for residents, including providing the best possible repairs, maintenance and housing management.

While the strategy is important, listening and working in partnership with our residents will remain central to how we make improvements. Alongside providing homes for people who are homeless, we are also committed to continuing to build new homes.



Read our new Corporate Strategy now at **About Broadland > Our Publications > Corporate Strategy** at www.broadlandgroup.org

Or scan the QR code:



Do you want to get involved?
Find out more on **page 19**.



Domestic abuse affects men too.

If you are a victim of domestic abuse, help is available.

Visit **Tenant Support > Domestic Abuse** at www.broadlandgroup.org

Support Available:

- NIDAS Norfolk: 0300 561 0555
- The ManKind Initiative: 0808 800 1170



Wellbeing in Focus



Sharing a cup of PositiviTea with Avril

When we think about winter, I can imagine most of us are aware of two main things; it is going to be very cold and we will be plunged into longer hours of darkness. This can be a very challenging time for many of us, and some may feel low.

My thoughts then naturally turn to what we can do to reframe our thinking. **What can we do to see this time of year in a more positive light?**

A few points come to mind that bring us hope. Here are some positive thinking prompts:

- I am reminded that this situation is not permanent and positive change will come.
- With no exception, the Spring always follows the Winter. The world around us slowly but surely awakens from its sleep, the warmth returns, days lengthen, and new life appears once more.
- It is easier to deal with taking one day at a time, focusing in the moment and reminding ourselves we are closer to the arrival of the Springtime with each passing day.



I had to smile when I came across a meme on Facebook recently. It was a picture of a cat with a look of determination on his face was saying:

“I’d like to cancel my subscription to winter. I didn’t read the terms and conditions and am deeply unsatisfied.”

Of course we know that Winter is inevitable, but we know it won’t last forever. We sometimes wonder how we’ll get through the longer, darker and colder days, and don’t always realise quite how strong and resilient we are.

This quote speaks volumes to me in this regard:

“Hope is the voice that meets you in the storm and says that there is more than what you can see right now.”

Someone once said that **“Winter is for dilly dallying around the house, with cups of tea and lots of little projects!”** Sounds like a pretty good idea, doesn’t it!

May we all look forward to the brighter days of the Springtime, and the new life it brings!

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

AVRIL
(BHA Resident)

Spot the Daffodils!

**Let’s look forward to Spring!
Have you spotted the daffodils
throughout this magazine?**

Email the total to **tenantengagement@broadlandgroup.org** for a chance to win a **£10 voucher!**



Get Involved!



Whether you prefer in-person meetings, online feedback or community inspections, there is something for everyone. Each option is designed to suit different levels of commitment, so you can choose how much time you want to dedicate.



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**.



Scan to find out more

Or visit **Get involved > Mystery Shopper** at www.broadlandgroup.org



Community Inspector

As a Community Inspector you will look around your scheme at:

- **Health and safety**
- **Potential slips, trips and falls**
- **Gardening services**
- **Cleaning services**

You will carry out inspections four times per year and each inspection takes less than **1 hour** to complete.



Scan to find out more

Or visit **Get involved > Community Inspector** at www.broadlandgroup.org

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

Email: tenantengagement@broadlandgroup.org

Phone: 01603 750113

Visit **Get Involved** at
www.broadlandgroup.org

Or scan the QR code:





Changing of the Seasons Wordsearch - Winter Competition

C E E K A C N A P O O N L K Q
 J E V T C V Z H N S K P C U C
 H J I D E T S E R Y L X Y G Y
 L L T O B H H N C R M K H W C
 F L C U A A N G L L M A A T Z
 H B E G E W T G I Q D R S S S
 E Y L M J H U D L L M S V S O
 Z L F O G C O W S T Y F E U Q
 M F E I O F T Z H C R A M N W
 Z G R A F M A Z Z C S L D U A
 I B Z A P K I J M O R N I N G
 J S D T C Y D F N W M I D A P
 Q J P W R S E P F X M W P L Q
 F V R Z S O V A P U Z X D H W
 Q G S K C C N J R N B X W Y H

REFLECTIVE
 LEAPYEAR
 DAFFODIL
 DAYLIGHT
 PANCAKE

MORNING
 SEASON
 WARMTH
 RESTED
 BRIGHT

BLOOM
 MARCH
 SCARF
 THAW
 COSY

Win a £25
 Love2Shop
 Voucher!

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.

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

Online

You can complete the crossword and enter online by visiting <https://puzzle.org/en/wordseeker/play?p=-Okd5Bq8GT83MrIVLxsp>

Post

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

Entries close 27th March



Congratulations

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

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Enjoyed this issue of our resident magazine?

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Sign up here



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