

Resident Feedback	TAP Recommendation		Board Response	Lead	Target Completion	Actions Required	RAG	Progress Update	If Action Complete - Demonstrate Outcomes (Evidence)
<p><b>Tenants Online</b> Can't see repairs logged Language is not user friendly</p> <p>Repairs categories need to be updated – can't log lift</p> <p>Add a text box so resident can give specific information on what has gone wrong</p>	1	Review language to make more user friendly	Supported.	Paula Strachan, Communication & Resident Engagement Manager	01/11/2025	<p>Need to review language on Tenants Online and integrate Tenants Online better with the main BH website.</p> <p>Need to update intro screen to repairs – very out of date language.</p>		<p><u>August 2025</u> View only access to Tenants Online was given to Paula Strachan to ascertain the changes needed.</p> <p><u>October 2025</u> Kate Sanchez, Business Transformation Consultant has added requirements to the functional design document to address system changes.</p>	Evidence is below – see <a href="#">here</a>
	2	Review and update repairs categories	Supported and we will also explore an 'other' category to make sure all types of repairs can be reported. Need to identify required system changes and coding implications.	Mark Carney, Consultant Systems Director	30/09/2025	<p>Add repairs timescales for each fault.</p> <p>Add communal repair categories to Tenants Online</p> <p>Cannot add "other" to the repair reporting page.</p> <p>Need signposting back to "My Enquiries" with a new category of "Repairs not listed"</p>		<p><u>August 2025</u> Add a tick box stating Communal Repair when a resident adds a repair on Tenants Online. Need further clarity on the 'Repairs not Listed' requirement Update the repairs page so a tenant can see the response time when they are recording a repair. This can be done in September.</p> <p><u>October 2025</u> The functional design document to address system changes is being analysed for coding updates.</p>	Evidence is below – see <a href="#">here</a>
	3	Add a text box under repair for further info to be added when logging the repair	Supported	Mark Carney, Consultant Systems Director	30/09/2025	The "description" box is already there. We will add further text so tenants know that they can add further information about the repair they have requested.		<p><u>August 2025</u> Add further text so tenants know that they can add further information about the repair they have requested.</p> <p><u>October 2025</u> The functional design document to address system changes is being analysed for coding updates.</p>	Evidence is below – see <a href="#">here</a>
<p>Job no/ref when repair is logged</p> <p>Weekly updates when repairs are logged Needs information linking back to BHA website</p>	4	Job number/ref when repair is logged so that a resident can see progress	Supported in principle. Need to understand required system changes and the coding implications. Also provide better visibility of repairs	Mark Carney, Consultant Systems Director	30/09/2025	Two emails are currently sent to residents – once they have logged the repair and when an appointment is scheduled.		<p><u>October 2025</u> The functional design document to address system changes is being analysed for coding updates.</p>	Evidence is below – see <a href="#">here</a>

Resident Feedback	TAP Recommendation	Board Response	Lead	Target Completion	Actions Required	RAG	Progress Update	If Action Complete - Demonstrate Outcomes (Evidence)
		FAQs and timescales to help manage expectations.			We will add the Job Sheet Number to the Repair Details in Tenants Online Will embed a link on Tenants Online repairs pages to the FAQ on the website.			
	5	Links to BHA website to find info faster	Supported.	Paula Strachan, Communication & Resident Engagement Manager and Mark Carney, Consultant Systems Director	1/11/2025	Add links to relevant pages on tenants online to appropriate pages on the website.	<p><u>August 2025</u> We need further guidance from Paula on what links are required and where she would like them.</p> <p><u>October 2025</u> Part of the functional design document. There will be links on many of the pages to Broadland's website for further information.</p>	Evidence is below – see <a href="#">here</a>
<p><b>Text Messages</b></p> <p>Conflicting dates sent</p> <p>Operatives need to text to say they are on their way</p> <p>Add a telephone number to call to get more information</p>	6	Review text to ensure that they are working correctly	Supported.	Sonia Wyatt, Assistant Facilities Director	30/09/2025	<p>A review will be undertaken before the next Board meeting to identify any bugs or required changes.</p> <p>The challenge is that texts will only send if operatives are within a signal area, The actual text is sent by the gateway when the operative tells the system that they are on their way.</p>	<p><u>August 2025</u> Text messages are being sent out via the gateway, and these include confirmation of repairs bookings, heating services, rescheduled bookings, and 'We're on our way! Messages. These will continue to be reviewed over the next month.</p> <p><u>September 2025</u> Text messages continue to be sent out as expected. The system is working as expected, however, we will remind staff to ensure they are using the app currently to ensure text messages are sent. This is network dependant.</p> <p><u>October 2025</u> Text messages are continuing to be set out automatically via BBS/Text Local; however, we are currently transitioning to Text Local's new web version which unfortunately means that we are unable to run detailed reports at present. However, we do know 3631 messages were sent from BBS during September 2025.</p>	Evidence is below – see <a href="#">here</a>

Resident Feedback	TAP Recommendation	Board Response	Lead	Target Completion	Actions Required	RAG	Progress Update	If Action Complete - Demonstrate Outcomes (Evidence)	
	7	Ensure Ops are using text to let residents know when they are on their way to do their repair	Supported. All operatives will be reminded to do this.	Dale Wordley, Assistant Maintenance Director	30 September 2025	Operatives will be reminded to tell the system that they have (1) Completed the preceding job and (2) started the next one at the point that they leave the preceding property not when they arrive at the next job.  The challenge is that texts will only send if operatives are within a signal area, The actual text is sent by the gateway when the operative tells the system that they are on their way.		<b>October 2025</b> LDMMs are calling tenants to carry out a post-inspection call. In that call, they ask these questions, and most tenants state they receive the calls and texts.	Evidence is below – see <a href="#">here</a>
	8	Add a Tel no residents can call if they need more info or help	The customer services number is already on the texts. We will review to make sure that it is more obvious on texts and other communications.	Paula Strachan, Communications & Resident Engagement Manager and Mark Carney, Consultant Systems Director	30/10/25	The telephone number is listed. We will review to see how we can make it more obvious.		<b>September 2025</b> This is already in place. But it will have bold added to make it more visible.	Evidence is below – see <a href="#">here</a>
<b>Communication</b> Out of hours service needs to have clear info on what they cover  Use vulnerable data at first point of contact  More in person contact  Updates for residents when staff leave/join	9	Clearly publish and promote what residents can expect when calling out of hours service	Supported.	Paula Strachan Communications & Resident Engagement Manager and Simon Carr, Customer Services Manager	30/11/25	Review webpages to ensure that information is up to date.  Promote on social media.  Article in next edition of Door to Door (Nov).		<b>September 2025</b> Will be put in November issue of Door to Door.  <b>October 2025</b> The website has been updated so that Out of Hours is clearly. A link has also been added to direct residents to how we prioritise repairs.  <b>December 2025</b> The article has been put into November door to door.	Evidence is below for website – see <a href="#">here</a>
	10	Ensure that Out and About/events are scheduled across patches consistently	Partly supported. Out and about	Paula Strachan, Communications & Resident Engagement Manager		We will continue to schedule Out and About visits to low satisfaction schemes and will also try to spread visits across the patches.		<b>August 2025</b> Each patch is scheduled to have 1 visit per month. Events happen across each patch.	Evidence is below – see <a href="#">here</a>

Resident Feedback	TAP Recommendation	Board Response	Lead	Target Completion	Actions Required	RAG	Progress Update	If Action Complete - Demonstrate Outcomes (Evidence)
					Other events at existing schemes will be spread across patches.			
	11	Email/text residents when there is a change in neighbourhood officer	Supported.	Paula Strachan, Communication & Resident Engagement Manager	Ongoing	We do this currently but do comply with individual tenants' communication preferences.	August 25 This already happens	Evidence is below – see <a href="#">here</a>
<b>Customer Services</b> Reduce wait times so that they are no longer than 5mins.	12	Reduce call waiting times to CS team to under 5mins	Our current target is 3 minutes. In May our average performance was less than 2 minutes on average.	Iain Grieve, Executive Resources Director	Ongoing	<p>We need to clarify our performance. The average time on hold is currently less than 5 minutes.</p> <p>We cannot staff the team to ensure that either 3 or 5 minutes is the maximum wait, as that would require more staff than our financial resources allow. We are hopeful that with good management we can achieve 5 minutes as the normal maximum except when there are disproportionately high numbers of calls.</p>	<p>August 25 Over the last few months our average call wait time has been below 3 mins, which is a positive step forward.</p> <p>Given the resource availability in the team, we cannot provide assurance that every call will be answered within 5 minutes although we are focused on trying to make this the case.</p>	Evidence is below – see <a href="#">here</a>
Use vulnerable data at first point of contact	13	Ensure that vulnerable data is taken into account when dealing with any enquiry	Vulnerability information is currently available to customer services when answering phone calls.	Steph Davis, Assistant Housing Director	30/09/25	We will remind staff of the importance of using vulnerability information to help them manage the interactions.	<p>September 2025 Sessions completed on 26 and 30 September with Customer Services Team.</p> <p>Will continue to monitor 6 monthly using tenant feedback, complaints and monitoring of Reasonable Adjustments logged.</p>	Evidence is below – see <a href="#">here</a>

Resident Feedback	TAP Recommendation	Board Response	Lead	Target Completion	Actions Required	RAG	Progress Update	If Action Complete - Demonstrate Outcomes (Evidence)
Have a priority system for vulnerable residents	13a		Priority system supported in principle. We need to understand how this could work and what changes to systems would be required.	Steph Davis, Assistant Housing Director	31/03/27		<p><u>October 2025</u> This will be looked at when we start mapping out the design of the module.</p> <p><b><u>December 2025</u></b> Training has been completed with Customer Services and the Scheduling Team as recommended from the workshops. Reasonable Adjustments has already been identified as a future workshop subject and we will use this feedback to help design the new part of our computer system which is planned to be delivered over the next 2 years.</p>	Evidence is below – see <a href="#">here</a>
Better use of call back system	14	Promote call back system to Residents	Supported. The call back system works well but needs better promotion to residents.	Paula Strachan, Communication & Resident Engagement Manager	Ongoing		<p><u>August 25</u> Plans have already been put in place, and a 4/6 weekly reminders will be sent out via social media and articles in July edition of door to door.</p>	Evidence is below – see <a href="#">here</a>

**EVIDENCE:**

See next page...

## Action 1 - Review language to make more user friendly

REPAIRS
REPORT A REPAIR

Location:

Type of Repair:

Reoccurring:

Communal Repair:

Response Timeframe: Within 60 Days

Description:

Please provide us with as much detail about the repair; additionally any preferences to date or times for your appointment.

For more information about our repair service, please see our website ...  
<https://www.broadlandgroup.org/manage-your-home/your-home/report-a-repair>

For more information relating to Damp and Mould enquiries and repairs, go to our website ...  
<https://www.broadlandgroup.org/manage-your-home/your-home/damp-and-mould>

REQUEST APPOINTMENT

## Action 2 - Review and update repairs categories

TENANTS ONLINE
REPAIRS
REPORT A REPAIR

Last 5 Repairs
GO

Repair Type	Response	Scheduled Date	Repair Status	Job Ref Number	Manage
Door Frame Loose/Damaged	Within 90 Days	10/11/2025 : AM	Appointment Arranged	JS284757	
Door Frame Loose/Damaged	Within 90 Days	07/11/2025 : PM	Appointment Arranged	JS284756	
The garage door is damaged	Within 90 Days	05/11/2025 : AM	Appointment Rescheduled	JS284754	
2nd person required - 3 hours	Within 7 Days	12/12/2025 : AM	Appointment Arranged	JS284722	
A light is faulty/not working	Within 30 Days	30/10/2025 : AM	Appointment Rescheduled	JS284721	

Action 3 - Add a text box under repair for further info to be added when logging the repair

DASHBOARD

ACCOUNT DETAILS

STATEMENTS

MY ENQUIRIES

REPAIRS

CONTACT US

SIGN OUT

DETAILS OF REPAIR AND BOOKING

REPAIR

Door Frame Loose/Damaged

LOCATION: Kitchen

DETAILS:

test test test

Please check you have told us everything we need to know. You can add/amend anything by clicking in the box.

APPOINTMENT: Wednesday 12 November

Duration of appointment: After arriving, the operative will be at the property for approximately 1 Hour

Details of anything we need to know about attending your home such as how to access, whether you have any pets etc:

CONFIRM REPAIR

**Action 4 - Job number/ref when repair is logged so that a resident can see progress**

The screenshot shows the 'TENANTS ONLINE' interface with a sidebar menu on the left containing: DASHBOARD, ACCOUNT DETAILS, STATEMENTS, MY ENQUIRIES, REPAIRS (highlighted), CONTACT US, and SIGN OUT. The main content area is titled 'REPAIRS' and includes a 'REPORT A REPAIR' button. Below this is a dropdown menu set to 'Last 5 Repairs' with a 'GO' button. A table lists the following repairs:

Repair Type	Response	Scheduled Date	Repair Status	Job Ref Number	Manage
Door Frame Loose/Damaged	Within 90 Days	10/11/2025 : AM	Appointment Arranged	JS284757	
Door Frame Loose/Damaged	Within 90 Days	07/11/2025 : PM	Appointment Arranged	JS284756	
The garage door is damaged	Within 90 Days	05/11/2025 : AM	Appointment Rescheduled	JS284754	
2nd person required - 3 hours	Within 7 Days	12/12/2025 : AM	Appointment Arranged	JS284722	
A light is faulty/not working	Within 30 Days	30/10/2025 : AM	Appointment Rescheduled	JS284721	

**Action 5 - Links to BHA website to find info faster**

Please provide us with as much detail about the repair; additionally any preferences to date or times for your appointment.

For more information about our repair service, please see our website ...  
<https://www.broadlandgroup.org/manage-your-home/your-home/report-a-repair>

For more information relating to Damp and Mould enquiries and repairs, go to our website ...  
<https://www.broadlandgroup.org/manage-your-home/your-home/damp-and-mould>

**REQUEST APPOINTMENT**

Appointment Confirmation - Broadland Repair Service - Ref: JS284754

**From:** noreply@broadlandgroup.org

**Date:** 4 November 2025 at 13:24:42 GMT

**To:** [REDACTED]

**Subject: Appointment Confirmation - Broadland Repair Service - Ref: JS284754**

Dear FName29462 LName29462

Your repair for **The garage door is damaged** is booked for Wednesday 5 November. We will arrive between 08:00am - 12:00pm and be at your home for approximately 1 hour. You will receive a text from us when we are on our way. If you need to change the appointment time please call 0303 303 0003.

Broadland Housing Association



Broadland Housing Association  
NCFC  
Carrow Road  
Norwich  
NR1 1HU  
Customer Services 0303 303 0003  
enq@broadlandgroup.org  
www.broadlandgroup.org

**Action 7 - Ensure Ops are using text to let residents know when they are on their way to do their repair**

Operative Name	Address	Local Delivery Area	Happy to Complete?	Survey completed by?	Job reference number	Did you complete the SMS survey?	Did the operative call you prior to arrival?	On arrival did they show you their ID badge?	While in your home were they courteous/show respect, e.g offer to wear shoe covers?	Did the operative talk you through the repair?	Was the repair completed?	If not completed, have you had communication about next steps?	Further comments
X	X	East	Yes	Karl	JSXXXXX	Havent Had Survey Come Through	Yes	Yes	Yes	Yes	Yes	N/A	
X	X	East	Yes	Karl	JSXXXXX	Havent Had Survey Come Through	Yes	Yes	Yes	Yes	Yes	N/A	just that one of the bits of skirting is different to the rest in the front room
X	X	South	Yes	Nick	JSXXXXX	Yes	Yes	Yes	Yes	Yes	Yes	N/A	
X	X	South	Yes	Nick	JSXXXXX	Havent Had Survey Come Through	Yes	No	Yes	Yes	Yes	N/A	
X	X	North	Yes	Karl	JSXXXXX	Yes	Yes	Yes	Yes	Yes	Yes	No	told tenant that pipes needed sorting went above and beyond dropping dehumidifier off when it wasn't booked to do
X	X	North	No Answer	Nick	JSXXXXX							N/A	
X	X	West	Yes	Karl	JSXXXXX	Yes	Yes	Yes	Yes	Yes	Yes	N/A	
X	X	West	No Answer	Karl	JSXXXXX								

**Action 8 – Add a Tel no residents can call if they need more info or help**

The customer services number at the end of the message is going to be made bold.



**Action 9 - Clearly publish and promote what residents can expect when calling out of hours service**

## Out of hours calls

During out-of-hours, your call will automatically go through to our **out-of-hours service**. Please note, this service is for **emergencies** only. If your call isn't an emergency you will need to call us back.

For more information about how we prioritise your repairs, [click here](#).

Broadland tenants can also contact us on [Tenants Online](#).

## Out-of-hours Service

During out-of-hours, your call will automatically go through to our **out-of-hours service**.

This service is for emergencies only. If your call isn't an emergency you will need to call us back during our usual opening hours.

Our Customer Service phone lines are open:

- 8:30 am - 17:00 pm Monday, Tuesday, Wednesday & Thursday.
- 8:30 am - 16:30 pm Friday.



Scan to view full list here

### How We Prioritise Repairs

**Emergency Repairs - within 4 hours**

- Fire or flood
- Gas leaks
- Overflowing sewage in home
- Heating system failure in adverse weather
- Socket or switch that is dangerously faulty
- Exposed or loose electrical wires
- Blocked toilet - If only one in home
- Leaking soil stack pipe
- Water leak that cannot be contained inside a property
- Loss of power and/or lighting to all of property
- Checking electrics after flooding/water penetration
- Forced entry and replacement of lock where person is locked out or inside the property - Will be recharged unless crime reference number is provided.
- Re-securing doors where the property is not secure.

To view our full list of how we prioritise all repairs visit [www.broadlandgroup.org/manage-your-home/your-home/report-a-repair/how-we-prioritise-repairs](http://www.broadlandgroup.org/manage-your-home/your-home/report-a-repair/how-we-prioritise-repairs)

**0303 303 0003 | www.broadlandgroup.org 5**

**Action 10 - Ensure that out and about/events are scheduled across patches consistently**

East	Thurs 12 June	10.30-11.30	St Johns Road, Lowestoft NR33 0PH	48.1	32.8	3
Norwich South	Weds 18 June	10.00-12.00	Carlton Terrace, Surrey St, Norwich NR1 3LF	68.8	46.0	17
West	Weds 18 June	2.00-4.00	Chaston Walk, High St, Watton IP25 6XF	64.3	33.5	16
Norwich North	Tues 24 June	10.00-11.30	Isidore Terrace, Norwich NR3 2FF	100.0	47.5	11
East	Weds 9 July	2.00-3.00	Randells View, Swanton Abbot, Skeyton NR10 5EB	100.0	41.1	6
Norwich South	Thurs 17 July	10.00-11.30	Carrow Close, Bracondale, Norwich NR1 3BT	66.7	26.2	10
Norwich North	Tue 22 July	10.00-11.30	Caddow Road, Bowthorpe Norwich NR5 9HD	100.0	35.2	11
West	Thurs 31 July	2.00-3.30	Sweden Place, Brandon IP27 0XL	100.0	34.9	11
West	Thurs 7 Aug	11.00-12.00	Giles Way, Church Rd, Risby IP28 6RA	no returns	26.4	10
North Norwich	Thurs 14 Aug	10.00.12.00	Peto Court, Norwich NR5 8UQ	100.0	74.9	13
Norwich South	Weds 20 August	10.00-11.30	The Bridewell, Wymondham NR18 0NS	50.9	43.3	8
East	Weds 27 Aug	11.00-1.00	Brick Kiln Road, North Walsham NR28 9QD	66.1	48.2	22
West	Weds 3 Sept	10.00-12.00	Metamec Drive, Dereham NR19 1WN	75.1	47.5	24



### Changes to Your Neighbourhood Officer

Dear Residents,

We wanted to let you know that there have been some recent changes to our Neighbourhood Officer teams.

To find out who your current Neighbourhood Officer is, please use the postcode search tool on our website: [Find your Local Team - Broadland Housing Association](#)

If you have any questions, please get in touch.

Kind regards  
Broadland Housing Association  
Customer Services tel: [0303 303 0003](tel:03033030003)  
Customer Services email: [enq@broadlandgroup.org](mailto:enq@broadlandgroup.org)  
[Contact us via our website](#)



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Want to change how you receive these emails?  
You can [update your preferences](#) or [unsubscribe from this list](#).



### Your Local Team - Recent changes

Dear Residents,

We wanted to let you know there have been some recent changes within your Local Delivery team.

Your **new Neighbourhood Officer, Myron** has recently joined us and is part of the Local Delivery team in your area.

Please contact Myron regarding any Neighbourhood management/tenancy issues you may have.

**Myron Abodunde:** [01603 750166](tel:01603750166) / [07881 962129](tel:07881962129)  
[myron.abodunde@broadlandgroup.org](mailto:myron.abodunde@broadlandgroup.org)

For all repairs or maintenance issues, please continue to contact our Customer Services Team on [0303 303 0003](tel:03033030003). You can also find the teams contact details on our website at [Find your Local Team](#).

Kind regards  
Broadland Housing Association  
Customer Services tel: [0303 303 0003](tel:03033030003)  
Customer Services email: [enq@broadlandgroup.org](mailto:enq@broadlandgroup.org)  
[Contact us via our website](#)



**Action 12 - Reduce call waiting times to CS team to under 5mins**

	O	P	Q	R	S	T	U
<b>July</b>	<b>Monday</b>	<b>Tuesday</b>	<b>Wednesday</b>	<b>Thursday</b>	<b>Friday</b>		
Avg In queue time	00:02:54	00:03:02	00:03:16	00:02:16	00:01:27		
Total calls	588	481	562	482	332		
CS In	16	15	21	20	15		
Abandon %	15.76%	12.53%	14.32%	9.14%	10.07%		
<b>August</b>	<b>Monday</b>	<b>Tuesday</b>	<b>Wednesday</b>	<b>Thursday</b>	<b>Friday</b>		
Avg In queue time	00:01:03	00:01:06	00:02:04	00:02:04	00:02:40		
Total calls	309	448	451	376	437		
CS In	15	19	19	16	15		
Abandon %	5.09%	5.50%	11.47%	7.85%	10.87%		
<b>September</b>	<b>Monday</b>	<b>Tuesday</b>	<b>Wednesday</b>	<b>Thursday</b>	<b>Friday</b>		
Avg In queue time	00:02:48	00:03:01	00:03:21	00:02:06	00:02:43		
Total calls	587	555	443	402	384		
CS In	16	21	16	15	16		
Abandon %	12.79%	10.37%	16.63%	8.67%	13.25%		
<b>Q3 Totals</b>	<b>Monday</b>	<b>Tuesday</b>	<b>Wednesday</b>	<b>Thursday</b>	<b>Friday</b>		
Avg In queue time	00:02:15	00:02:23	00:02:54	00:02:09	00:02:17		
Total Calls	1484	1484	1456	1260	1153		
CS In	47	55	56	51	46		
Abandon %	11.21%	9.47%	14.14%	8.55%	11.40%		

**Action 13 and 13a - Ensure that vulnerable data is taken into account when dealing with any enquiry**

Training scheduled and carried out

## Training for Customer Services

### Reasonable Adjustments training

Organizer [Redacted]  
Time 26 September 2025 10:00-11:00  
Location Microsoft Teams Meeting  
Response  Accepted [Change Response](#)

Hi all

[Redacted] will be delivering training on Reasonable Adjustments.

Attendance is mandatory and will be completed via Teams.

Please ensure you have read the Reasonable Adjustments Policy & Procedure prior to the training – see links below.

[Policy, Procedure & Strategy Centre - Reasonable Adjustments Policy.pdf - All Documents](#)

[Policy, Procedure & Strategy Centre - Reasonable Adjustments Procedure.pdf - All Documents](#)

Training has been split so we can cover the phones. Matt you will receive an invite for both sessions, please dial into one the suits you best.

Thanks

[Redacted]

### Reasonable Adjustments training

Organizer [Redacted]  
Time 30 September 2025 10:00-11:00  
Location Microsoft Teams Meeting  
Response  Accepted [Change Response](#)

Hi all

[Redacted] will be delivering training on Reasonable Adjustments.

Attendance is mandatory and will be completed via Teams.

Please ensure you have read the Reasonable Adjustments Policy & Procedure prior to the training – see links below.

[Policy, Procedure & Strategy Centre - Reasonable Adjustments Policy.pdf - All Documents](#)

[Policy, Procedure & Strategy Centre - Reasonable Adjustments Procedure.pdf - All Documents](#)

Training has been split so we can cover the phones. Matt you will receive an invite for both sessions, please dial into one the suits you best.

Thanks

[Redacted]

## Training for Schedulers

Title **Reasonable Adjustment Training**

Start time: Fri 10/10/2025 10:00 Dublin, Edinburgh, Lisbor  All day  Time zones

End time: Fri 10/10/2025 11:00 Dublin, Edinburgh, Lisbor

Location: Microsoft Teams Meeting

### Microsoft Teams [Need help?](#)

#### Join the meeting now

Meeting ID: 365 988 381 637 7

Passcode: b8G74ZN6

### 13a



**Confidential Minutes of the Tenant Assurance Panel Meeting held on 08 May 2025 at 6pm at The Elms, Unthank Road, Norwich NR2 2PL**

6.1.4

It was decided that the next three areas for focus will be Complaints Handling, Understanding Residents' Needs and Disabilities, and The Repairs Improvement Plan. These topics will be addressed in the order listed.

Action 14 - Promote call back system to Residents

**BROADLAND HOUSING**

**What's inside?**

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**Door to Door**  
Your resident magazine

Summer 2025

Stay in the loop - follow us on social media!

Digital D2D

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**Call Back Service**

**How it works**

If our Customer Service lines are busy, you can now choose to get a call back instead of waiting on hold.

**What to do:**

- When you hear the menu of 4 options, select the option that best matches your call.
- After 2 minutes of waiting, you will be asked if you would like to request a call back. Once selected, we'll keep your place in the queue and call you back when you reach the front.
- After selecting a call back request please do not call again - calling again will block your line meaning we cannot get through to you.
- If you choose the **emergency repair** option, you will not jump ahead of others already waiting.

**Think it's us? Check first.**

**Beware of scam phone calls**

We've been made aware of scam calls claiming to be on behalf of Broadland. Please stay vigilant. If you are not 100% sure a call is from us, hang up and contact us directly on our official number. Never give out personal or payment details to an unexpected caller.

**Enjoy reading Door to Door?**

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](mailto:tenantengagement@broadlandgroup.org)

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