



Housing Matters

E-Newsletter | Broadland Housing Association



FEBRUARY 2026



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Broadland Housing Association

NCFC, Carrow Road, Norwich, NR1 1HU
www.broadlandgroup.org

Welcome

Homes. Communities. Support.
Since 1963





Overview

Welcome to the latest edition of Housing Matters! It has been a busy 2025 for Broadland, but very exciting as an organisation for what we have achieved.

We have finalised and published our new corporate strategy. The Board and Leadership Team have approached this with a view on what is going to be most impactful for our residents, how we can continue to improve services whilst balancing the books. No easy task for anyone at the moment.

However, we are proud of where we have landed, hopefully at place where we can stretch ourselves but keep to our enduring purpose.

The sector continues to change at pace, with **Awaab's Law** coming into effect in October. We were delighted to welcome **Nadia Khan, Executive Director of Customer and Community at Rochdale Borough Homes**, to our staff conference this year.

Hearing the tragic story of Awaab and the consequences for the housing sector really hit home, I know that the staff team were very touched by the experience.

On a positive note, the changes that Awaab's Law, alongside the Building Safety Act, will ensure that residents across the country will be safer in their homes.

Independent East continues to collaborate with informal groups, sharing data, ideas and best practice. Whilst solid partnerships, such as the new homes being built in **Great Yarmouth with Orwell Housing**, show collaboration is key. **The Resident Voice Panel** has also been doing some amazing work, with their first scrutiny experience on damp and mould being completed and agreed by all five landlords. They are now focusing on anti-social behaviour and eagerly await the outcomes of the report.

Our partnerships including **Independent East, Homes for Cathy** and our contractors across the building sector continue our success and we thank you all for your support.

I hope you enjoy reading about what else has been happening in this issue of Housing Matters.

Michael Newey,
Chief Executive

Annual General Meeting 2025





Overview

This year's Annual General Meeting gave a fascinating update on the changes the Association has been dealing with over the last year.

There have been changes in Regulation, especially on Building Safety and Awaab's Law. This has meant that Broadland have had to put resources in place to ensure that the Association is compliant. However, the changes mean that residents across the country will be safe in their homes.

We remain dedicated to our enduring purpose and announced our new Corporate Strategy.

In January 26, the Association underwent its inspection by the **Regulator of Social Housing**. We are proud to have received another **G1** for our Governance and a **V2** for our viability. We feel this reflects our continued commitment in delivering affordable housing. We also received the first Consumer grading of a **C2**. We feel this is a good reflection of where we currently are, but of course we will be aiming to ensure for our next inspection we achieve a **C1**.

If you want to become a member of Broadland, visit **About Broadland > Become a member** on our website.

Tenant Satisfaction Measures



Tenant Perception Survey

We thank all residents who took part in our Tenant Perception Survey. The feedback continues to play a vital role in shaping our services and helping us understand what matters the most to our residents.

We are still awaiting the results from our survey that took place in **October 2025**. Below is selection of our results from **October 2024** which reflects our performance as of **March 31st 2025**.

Overall, the results show that a high proportion of residents are satisfied with the service they provide around feeling safe in their home (**70.7%**) and satisfaction with repairs being carried out (**69.6%**).

However, the survey has also highlighted where we need to do better, Our areas for improvement include our approach to complaint handling and keeping residents informed.

To improve in these areas we are doing the following:

- Sending out more proactive emails and text messages when we are doing works where you live that may affect you.
- Writing to all residents after each Out and About sharing the feedback.
- Continuing to review our policies and procedures.
- Making improvements to our systems to improve how we manage complaints.



99.9%

Proportion of homes for which all required gas safety checks have been carried out



100%

Proportion of homes for which all required fire risk assessments have been carried out



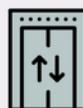
99.3%

Proportion of homes for which all required asbestos management surveys or re-inspections have been carried out



100%

Proportion of homes for which all required legionella risk assessments have been carried out



100%

Proportion of homes for which all required communal passenger lift safety checks have been carried out



25

Number of anti-social behaviour cases, opened per 1,000 homes

New Developments





Completed Schemes

West Beckham

Affordable homes hand over

We were delighted to hand over the keys to five brand-new affordable homes in West Beckham this year. The development includes a mix of two, three and four-bedroom houses designed to reflect the local character, with traditional farmhouse and barn-style features. Prioritised for people with strong local connections, these homes offer modern energy-efficient features like air source heat pumps, photovoltaic panels and electric vehicle charging points.

The scheme was delivered through a strong partnership between **Broadland Housing, North Norfolk District Council and Homes England**, with profits from our **Broadland St Benedicts'** subsidiary helping to fund this project.



Salthouse

New net zero homes for local families

Five new affordable homes in Salthouse are now complete and occupied. The mix of bungalows and houses are operationally carbon net zero, making them more cost-efficient to heat due to features such as air source heat pumps, enhanced insulation and treble glazed windows.

We were thrilled to see residents move in and start making these houses into homes, with many living closer to family and community. This project shows what can be achieved when local partners come together to deliver truly affordable homes.



Tower Place, King's Lynn

Regeneration delivers new homes

In the town centre of King's Lynn, we completed eight innovative new flats at Tower Place. Transforming an existing commercial building, the project added a timber-framed second floor to create high-quality, affordable homes available for social rent.

The regeneration scheme not only increased housing supply in the heart of the town, but made use of a previously under-used building, helping to support sustainable and inclusive neighbourhood growth.

Currently in Construction



Shipfield, Norwich

Turning garages into homes

Work is underway on four new affordable flats at Shipfield, the first site Broadland ever built on back in 1966. Funded in partnership with **Norwich City Council** through Right to Buy receipts, this project repurposes former garage blocks into modern, well-insulated homes.

Two of the flats will be net zero carbon, while all will include features like electric vehicle charging points and high EPC ratings, offering low cost, sustainable living for future residents. Completion is expected in Spring 2026.

Swanton Novers

Community-led affordable housing

The development of seven new affordable homes in Swanton Novers is underway, delivered in partnership with a local community land trust, **North Norfolk District Council** and **Homes England**. The development will include a mix of houses and bungalows built to high energy-efficiency standards and prioritised for people with a local connection.



Little Snoring

Homes for local people

Construction has started on nineteen new homes in Little Snoring, including social rent, rent-to-buy and homes for open market sale. The scheme will help meet local housing need and provide new affordable homes.

Resident Involvement



TPAS Scrutiny Conference

In October, the Independent East Resident Voice Panel were invited by TPAS to participate in their annual Scrutiny Conference.

Our Broadland representatives on the panel, Marc and Helen, alongside Alicia from Havebury Housing, led the workshop on the first scrutiny the panel have carried out. This was on damp and mould in preparation for Awaab's Law. They talked through the process they followed and the plan they came up with for each of the five landlords of Independent East, for them to review and approve.

Marc and Helen both shared great enthusiasm for their experience at the conference, commenting on the networking opportunities and learning from scrutiny experts.



Tenant Assurance Panel (TAP)

Scrutiny Workshops

The TAP panel had a busy 2025! They are now formally part of Broadland's governance structure, meaning they report directly to the Board.

Over the year, they reviewed the Tenant Satisfaction Measures and the Key Performance Indicators (KPI's), and have come up with a scrutiny plan for 2026.

Throughout the year, TAP Scrutiny Workshops we're held across Norfolk for residents to come along and share their views on how Broadland can improve its services. These were available to non TAP members, to further expand the network and gain valuable insights.

Gardening Competition 2025

We held our resident Gardening Competition in the summer. The competition is a fantastic opportunity for residents to get involved with Broadland and celebrate their enthusiasm for gardening.

This year's categories included 'Most Colourful Garden' and 'Most Innovative & Recycled Garden', plus many more. We held an open invite to all staff members across the business to be a part of the judging panel. The panel included members from the **Resident Engagement Team** and a member of the **Sales Team** who had a keen interest in gardening.

As always, it's wonderful to see how uniquely different each garden can be and the creativity involved.

We look forward to next time!



Christmas Get Together

Our involved residents from TAP, HOP and the Digital Panel joined us for our annual Christmas Get Together. This was our way to say thank you for their contributions, feedback and engaging as a resident.

There was a thank you speech by Jenny Watson, **Chair of the Board**, a buffet style lunch and Boogie Bingo! It was a fantastic celebration to reflect upon the year and get in the festive spirit.

Out and About

Our Out and About programme is continuing throughout the year. We aim to engage with our residents by walking around their scheme and talk to them face-to-face.

From our scheme visits, we have collated first-hand responses from residents on fly-tipping, suggested improvements and repairs, and much more. We aim to action their feedback and amplify the resident voice.



Resident Events

We held a variety of community and theme-led resident events throughout the year. From chair pilates, to anniversary celebrations and skip days, it's always a great opportunity to connect with our residents in-person.



Community



Trussell Trust Foodbank Appeal

Last December, Broadland reached out to its suppliers to ask for donations to support four Trussell Trust foodbanks across the region.

We received an overwhelming response, with more than **£3000 donated**, alongside generous contributions of food.

Thanks to this support, we were able to work closely with foodbanks in **Gorleston, Norwich, Dereham and King's Lynn** to understand which items were most needed. This ensured they were well stocked with essential supplies through to the end of January.



Following this incredible level of generosity, we will also be able to make a second round of food deliveries in March, April and May, depending on when each foodbank needs support the most. These additional deliveries will make a real difference to families facing hardship during this time.

We would like to thank our suppliers for their kindness and generosity in supporting this appeal.

Suppliers that donated:

DGL Quality Management
Aspen Build
Hainstone Group Ltd
Professional Dosing Solutions Ltd
Aqua-Dri Damp and Condensation Ltd
APC Pest Control Ltd
Securicom Services Ltd
C and S Cleaners Ltd
Wendling Beck
H Smith of Honingham
Timber Frame
Aecom Ltd
Newline Anglia Ltd
Wildside Ecology
Norwich Property Improvements
C J Yardley Landscape Survey & Design LLP
Bidwells LLP
T C Garrett Roofing Ltd





Broadland Meridian Mental Health and Wellbeing Fund

The Board of the Broadland Meridian met in November to decide on who will benefit from the Mental Health and Wellbeing Fund in 2026.

The Board have been working collaboratively with **Norfolk Community Foundation since 2016** and greatly value their guidance and advice. This year, the Board have worked with NCF closely to ensure that the funding is spread across the county to reach as many communities as possible.



The Fund has 5 themes that it uses to guide them in awarding the funding:

- Care for mental health and wellbeing
- Abuse, trauma, violence or exploitation
- Health, wellbeing and serious illness
- Caring responsibilities
- Isolation, improving access to services and support

We are excited to visit the charities over the next year. If this is something you would like to donate to, please get in touch.

This year's awards have gone to:

Deaf Connexions: The funding will support a range of activities to help reduce isolation and promote wellbeing. For many deaf people, their first language is British Sign Language and there is no specific mental health services for deaf people in Norfolk.

Home-Start Norfolk: Supports families with children under 5 who are struggling with poor mental or physical health, isolation or loneliness. Based in Great Yarmouth, funding will support the amazing work the trained volunteers do in supporting families.

Musical Keys: Runs an outreach service which directly supports the mental health and wellbeing of vulnerable people in remote and isolated areas of Norfolk. These one to one sessions in peoples own homes are run by community musicians and music therapists.



Norfolk Clubhouse: Supports people who have had their lives severely disrupted by mental health difficulties. The Norwich Clubhouse, which is part of a worldwide model with over 320 members. The Clubhouse facilitates supports to build confidence, skills and social connection.

The Bridge for Heroes: Supports veterans and their families who face a range of barriers that limited their ability to access social and recreational opportunities. Based in Kings Lynn supports planned activities for those with disabilities, reduced confidence or mental health conditions.

YESU: Based in Sheringham YESU supports children, young people and families struggling with isolation and mental health challenges. The Funding will help with the running costs of the Connect services, providing essential support with a weekly support groups, befriending service, a group for young adults and parent support groups.

The Board would like to express its heartfelt thanks to its outgoing Chair, Gavin Tempest, who stepped down at the end of his tenure.

Iain Grieve, who will taking on the Chair said:

“We want to express our gratitude and thanks to Gavin for his enthusiasm and care he has given over the last 6 years. He has guided the Broadland Meridian Board with honesty and integrity and we have seen the Fund develop and grow over his tenure. I am personally extremely excited to take on the Chair of the Board, to both continue Gavin’s great work and continue to grow its reach and impact.”



Homes for Cathy Eastern Region Meeting

March 2025

It was once again a pleasure to host the Eastern Region Homes for Cathy meeting in March 2025.

We welcomed a range of excellent speakers to the seminar. Terry Jermy MP opened the morning session with an overview of the Governments plans. We also heard from Freebridge Housing about their collaborative work, and the impressive outcomes they have achieved. North Norfolk District Council shared an overview of the current challenges in supporting people experiencing homelessness in their part of the county.

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The Borough Council of King's Lynn and West Norfolk spoke about their approach to rough sleeping, highlighting the strong partnerships they have built with organisations across the county and the positive impact this work is having.

All the presentations from the day are available on our website: **Eastern Region Seminar 28 March 2025.**

If you would like to be included in future meetings, please visit **Homes for Cathy** to add yourself to the mailing list.



Awards & Accreditations





Best Companies

Broadland staff took part in the annual Best Company Engagement Survey. We are proud to be recognised and retain our rating as a **One Star** organisation, as well as one of the **Top 75 Companies** to work for.



DAHA Accreditation

"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."

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.



At Broadland



Staff Conference

Summer 2025

Our Staff Conference took place in July at the Nest in Horsford. The conference began with a talk from **Michael Newey, Chief Executive**, on our new Corporate Strategy. It was a very informative talk, highlighting our values, behaviours and how we should engage with our partners and residents.

This was shortly followed by a Q&A with our **Chair, Jenny Watson**, and board member, **Hein Van Den Wildenberg**. Questions were asked by staff members on insights into how the Board operates, and aspirations and changes they would like to achieve with the organisation.



Awaab's Law

Presentation by Nadhia Khan

We also had an informative and thought provoking presentation by **Nadhia Khan** from **Rochdale Borough Housing**. She spoke on the tragic incident of Awaab and their journey to improve the customer experience.

Awaab's Law was introduced after death of two-year-old Awaab Ishak who experienced prolonged exposure to mould, resulting in social landlords to act.

We thank Nadhia for sharing this incredibly insightful, brave and inspiring story.

In response to Awaab's Law, we have formed a new **Healthy Homes team**; a dedicated team that deals exclusively with cases of damp and mould.



Challenge & Change Week

Challenge & Change was kicked off with our summer staff conference, setting the tone for a week of learning, reflection and connection. We had activities during the afternoon of the conference including archery, pitch & putt and axe throwing.

Throughout the rest of the week, there was a range of activities on aimed at bringing teams together, including a wax melt workshop, Pets as Therapy session, fishing, a boat trip, mug painting, line dancing and a talk from Parkins UK, plus much more!

This biannual initiative brings colleagues together from across the organisation for mandatory talks with charities and external organisations, alongside insightful sessions designed to inform and inspire.



Health Week

In September, we also delivered a Health Week in response to increased staff sickness, with a focus on supporting wellbeing and encouraging healthy habits.

The week included a range of activities designed to be accessible to everyone, such as chair pilates, office-based walks as part of Walking Wednesday, advice sessions on healthy eating, mental health and wellbeing and screening tests.

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