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**Door to Door**  
**Your resident magazine**

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Spring 2026



Digital D2D

# Good Neighbour Award

## Norwich Scheme

Over the last few months, we have seen many residents at our sheltered housing scheme in Norwich step forward and make a positive difference within their community.

Here are some of our good neighbour award winners:



Neil and Kerry (Scheme Manager)



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)



Kerry (Scheme Manager) and Carl

**Carl** kindly offered to pay for the removal of items along with his own that had been fly-tipped in the communal areas at the scheme. His act of kindness made a positive difference to the communal areas.

**Neil** compassionately responded to the urgent need for collecting essential medication for a neighbour, communicating with the 111 service. He visited the local pharmacy twice to collect the medication and deliver it to the neighbour.

**Keith** was also awarded a GNA for his kindness helping Kerry (Scheme Manager) respond to a resident who had a fall in their flat. He responded quickly and they both supported and reassured the resident.



## New Homes

### Shared Ownership Homes in Wells-next-the-sea

We recently collaborated with **Holkham Estate** and have purchased four flats for affordable rent and two houses for shared ownership in **Wells-next-to-the-Sea**.

Liz - the first resident who moved in - has been renting for over 13 years. Shared ownership has given her and her partner this opportunity!

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## Would you like to contribute?

We love to continue sharing residents' voices in our magazine and always open the opportunity for you to contribute.



Whether you'd like to share more about your hobbies, your favourite recipes or bring something new, we'd love to hear from you!



If you are interested, please get in touch at [tenantengagement@broadlandgroup.org](mailto:tenantengagement@broadlandgroup.org)

## 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.

- ✓ If you receive a call from us, we will always introduce ourselves with our name and then ask for your name and date of birth.
- ✓ We will never call you to take a payment over the telephone.
- ✓ If you make a payment, this will be through our secure automated line, with no human involvement. You will be asked for your tenancy reference number before any payment is taken. If this is entered incorrectly, you will be redirected to a member of our Customer Services team.
- ✓ We will not speak to anyone on your behalf unless you are present and give consent at the time.

If you're unsure, call us on 0303 303 0003



# Got an idea for your outdoor space?

Have you spotted an outdoor area around your scheme that could do with a little love?

We're asking residents to get in touch with ideas on making improvements to their scheme!

Whether you have an unused corner, a quiet green space or somewhere that feels a bit overlooked, it might have the potential to become something really special.



We know our residents have brilliant ideas, and small changes can make a difference. From planting flowers and adding seating, to creating spaces for relaxing or socialising, we'd love to hear your thoughts on how we can improve our outdoor areas together.



If you have an idea, big or small, get in touch with us today at [tenantengagement@broadlandgroup.org](mailto:tenantengagement@broadlandgroup.org)

## Outdoor Fire Safety



You have a responsibility to be aware of the safety risks.

### BBQs

- Consider neighbours by the travel of smoke and smell.
- Ensure the BBQ is in a safe location.
- 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.



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

# Local Support Groups

## MensCraft - Pit Stops



Organised by MensCraft, Pit Stops are weekly, welcoming get-togethers where men can take a breather from everyday pressures, connect with others and get support while trying new things such as arts and crafts. **Open to any man aged 18 or over.** Everyone is welcome and you can participate at your own pace.

For more information visit **MensCraft's website** or contact **info@menscraft.org.uk** or **0800 208 8328**.


## Norfolk and Waveney Mind




Norfolk and Waveney Mind are continuing their **REST mental health drop-in sessions** across Great Yarmouth, Gorleston and Waveney. **To view the full timetable visit their Facebook page for further details.**

## Feathers Futures Weekly Drop-in



 **Friday Mornings 9:30 - 12:00pm**

 **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.

## MAP Norfolk

If you're feeling isolated, need something to do, or just want to meet some other young people, there are lots of activities and groups at MAP that you can join.

**Open to ages 11-25.**

Visit **MAP's website > Activities and groups** to find out more.



# Waste Disposal & Recycling



## Reuse, Recycle

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

- Donate to be reused.
- Take to a reuse shop at your local recycling centre.
- Contact charities in Norwich who provide a collection service for unwanted furniture and electricals.

## 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:



## 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

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.



# Budget Friendly Meals & Snacks



For you and for others!

Spring is all about fresh starts, including in the kitchen. These budget friendly recipes are simple to make, great to share and perfect for everyday meals.



## Lentil Dhal

(Serves 4)



- 1 onion (chopped)
- 2 garlic cloves
- 1 cup red dried lentils
- 2 tbsp curry powder
- 1 tin chopped tomatoes
- 500ml vegetable stock

Add the onion and garlic to the pan with 1 tbsp of oil on a medium heat. When the onion softens, add and stir in the curry powder and lentils. Add the chopped tomatoes and cook for 3-5 mins. Gradually add the stock and simmer over a low heat until the lentils are cooked. This should take about 20-25 mins. The lentils should hold their shape but be soft to eat. Enjoy with rice or naan bread.

## Pesto Pitta



- 1 pitta bread
- 1 tbsp pesto
- 2 cherry tomatoes (halved)
- Sprinkle of cheese

Spread the pesto on the pitta. Add the tomatoes and sprinkle of cheese. Pop the pitta in the grill for 5-10 mins, or until the cheese has melted.

## Asian Peanut Noodles

(Serves 4)



- 1 red pepper
- 250g dried noodles
- 1.5 tbsp peanut butter
- 2 tbsp soy sauce
- 2 garlic cloves
- 3 spring onions

Chop up the red pepper and spring onion, cook the noodles according to instructions and set all of these aside. In a separate bowl, combine the peanut butter and 3-4 tbsp of boiling water. Add the soy sauce and set the sauce aside. Add 1 tbsp of oil to a pan on medium heat. Stir-fry the peppers and garlic. Add the noodles and your prepared sauce, and cook for a further 3 mins. Serve with the chopped spring onion on top.

## Mug Cake Brownie

- 3 tbsp sugar
- 3 tbsp flour
- 1 tbsp cocoa powder
- 3 tbsp milk
- 1.5 tbsp veg oil

Combine all the ingredients in a medium-large mug. Use a fork to whisk and free of lumps. Cook in the microwave for 45-60 seconds.







# Tenant Assurance Panel (TAP)

## Making a Difference Together

Have you ever wondered how residents help shape Broadland's services? That's where the Tenant Assurance Panel (TAP) comes in!

The TAP is a group of residents from across all Broadland schemes. They work together to make sure residents' voices are heard and listened to.

### What do the panel look at?

- Feedback from residents
- Broadland's performance against the RSH Consumer Standards.

**Our aim is simple:** to help make Broadland's services better for everyone.

### Over the past year

The Panel focused on customer enquiries and customer complaints. These were on areas where resident satisfaction was lower.

### TAP Workshops

Residents were invited to workshops to share their experiences, discussing:

- What worked well
- What didn't work well
- How communication could be clearer
- How easy it was to know who was dealing with their enquiry

**The resident feedback from these workshops was turned into clear actions and then shared with the Board.**

The Panel will continue to check progress and report back. Updates on their work will be shared on our **TAP webpage**.

### From Spring 2026

From now, the Panel will now be focusing their attention on **repairs**. We look forward to working with residents to discuss, share feedback and make further positive actions.

### Recruiting

#### Get involved!

**We are looking to recruit new Tenant Assurance Panel (TAP) members.**

#### Are you interested in getting involved?

The TAP is a great opportunity to share your experiences and help shape our services for the future.

**For further information on how to become a TAP member, please contact Laura Baldock, Executive Assistant, at [laura.baldock@broadlandgroup.org](mailto:laura.baldock@broadlandgroup.org) or on 01603 750279.**

# If you need help, we are here



Disabled women are more than twice as likely to have experienced domestic abuse than non-disabled women.

If you or someone you know is a victim of domestic abuse, help is available.

Visit Tenant Support > Domestic Abuse at [www.broadlandgroup.org](http://www.broadlandgroup.org)

## Support Available:

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



Scan the QR code to view our webpage for support:



# Wellbeing in Focus



## Sharing a cup of PositiviTea with Avril

**I don't know about you, but I always feel like the last few weeks of Winter really do drag by. One thing we know for sure is the Spring will, and always does, eventually arrive!**

How glorious it is now the clocks have moved forward and we have more hours of daylight. Along with the more cheerful days and warmer weather.

There is something very special about feeling the sunshine on our skin after those long, cold and dark winter days - isn't there! It always lifts our spirits and brings hope of renewed life, as reflected in nature. We see how trees grow new leaves, flowers begin to bloom and animals bear their young.

### Enjoying the warmer days



What a wonderful opportunity it is for us to make the most of the warmer weather. To draw from the inspiration around us in the natural world, and allow our own lives to be renewed and refreshed once more.

So how can we make the most of the longer, warmer and sunnier days? We do, after all, know that fresh air and daylight are both good for us, both for our physical and mental health and wellbeing.

**Here are some things you can do to make the most of the longer and warmer days:**

#### Gentle Evening Walks

Break away from the Winter couch potato lifestyle and go for walks. This can be done by the vast majority of us, with some adjustments made here and there. We have wonderful areas of natural beauty in our county; the seaside, woodland areas and wildlife sanctuaries.

Alternatively, if they are a bit far from home, just

take a gentle walk with your family around the neighbourhood in the evenings, or go by yourself! Remember that anything is better than nothing, and once you get going a small step at a time, you will feel invigorated and inspired to do it a bit more.

#### Playing Outside

For those with young families, play outdoors together! Children love to run and play, and getting out as a family is a fun way to create close bonds between parents and children. Children burning off that extra energy will be happier, more relaxed and also sleep better.

#### Picnic Fun

Have a picnic outdoors! This can be anywhere - get creative. Even having a picnic in your own garden is a great idea. You can put together something very basic together for a picnic, it doesn't need to be anything fancy! Let the children help, it's fun and another bonding opportunity for the family.

#### Grow some plants



I'm not necessarily talking about heavy gardening - that's not for everyone! Each one of us can find grow a plant or two, flowers or vegetables. Give it a try and experience for yourself the joy and pleasure this can bring.

**What other ideas can you come up with? Chat about it as a family! Or talk to your friends. Maybe you can come up communal activities in the area in which you live. Take up the challenge and see how much better you will feel!**

**As the saying goes:  
"Carpe Diem - Sieze the day."**

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

**AVRIL**

**(BHA Resident)**



# Gardening Competition 2026

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 5<sup>th</sup> June.**

## How to Apply!

Please submit your entry 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

**Open to BHA residents only.**

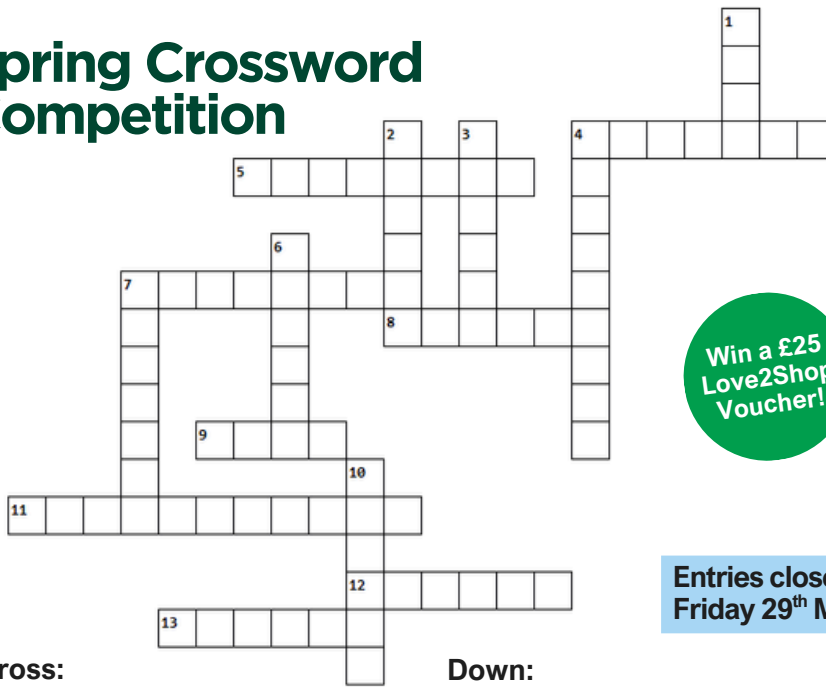
Judging will take place between  
**Wednesday 1<sup>st</sup> - Thursday 2<sup>nd</sup> July.**



**Last year's winners!**



# Spring Crossword Competition



Win a £25 Love2Shop Voucher!

Entries close Friday 29<sup>th</sup> May

### Across:

4. Flowers that appear on trees in early Spring.
5. Bright yellow flower often linked to springtime.
7. Warm light that becomes more common after Winter.
8. Sweet liquid in flowers that attracts bees.
9. Structure birds build for their eggs.
11. Insect that transforms into a butterfly.
12. Field filled with wildflowers and grasses.
13. Young plant beginning to grow.

### Down:

1. Insects that buzz around collecting nectar.
2. Powdery substance bees collect from flowers.
3. Outdoor meal enjoyed outside.
4. Colourful insect that emerges in warmer weather.
6. Baby birds seen in springtime.
7. Time of day getting earlier as spring progresses
10. What the weather slowly brings after winter cold.

### Enter now!

Send a photo of your completed crossword to [tenantengagement@broadlandgroup.org](mailto:tenantengagement@broadlandgroup.org), 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/spring-crossword-672>

Take a screenshot and email your completed crossword to us.

### Post

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

Please write your full name and first line of your address here:

.....  
 .....  
 .....



## 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)

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