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Door to Door  
Your resident magazine

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Summer 2025



Digital D2D

# HOP Update!

## Housing for Over 55s Panel July Meeting

During the July meeting, the panel welcomed Justin O'Connor and Stuart Dawson from the Asset Team. The panel have been interested in Broadland's sustainability ambitions and had quite a few questions prepared! One particular hot topic was solar panels and electric car charging points.

Furthermore, the group discussed both mental and physical health issues they face. This was a good introduction session for many of the residents.

After lunch, the panel enjoyed a seated Pilates class. This was a first time experience for a lot of the panel members!



## Get Ahead of Energy Bills this Winter

**Worried about rising energy costs?  
Now is a great time to plan ahead.**

You may be eligible for the **Warm Home Discount Scheme** which will reopen in **October 2025**. Find out more information at [www.gov.uk/the-warm-home-discount-scheme](http://www.gov.uk/the-warm-home-discount-scheme)

Our **Tenancy Support Team** can also help with budgeting, grants and energy advice. To make an enquiry, visit **Tenant Support > Apply for Tenancy Support** on our website.



Or scan the QR code  
using your smartphone:

## White Ribbon Day



**Be part of the campaign!**

**Together we can end violence against  
women and girls.**

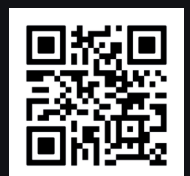
We're inviting supporters to get creative and make, craft, knit or sew a white ribbon to help raise awareness. Each ribbon will join a larger, collaborative display to show our shared support.

Please post your white ribbon to us by  
**Friday 31<sup>st</sup> October.**

**Need a little help to get started?**

Download our free white ribbon template on our website at **Get Involved > White Ribbon Day.**

Or scan the QR code  
using your smartphone:



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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:

1. When you hear the menu of 4 options, select the option that best matches your call.
2. 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.
3. After selecting a call back request please do not call again - calling again will block your line meaning we cannot get through to you.
4. 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)



# Resident Events



Thank you to everyone who joined us at our summer events and shared their feedback. We've loved meeting you and hearing your thoughts. We hope to see even more residents at our future events!



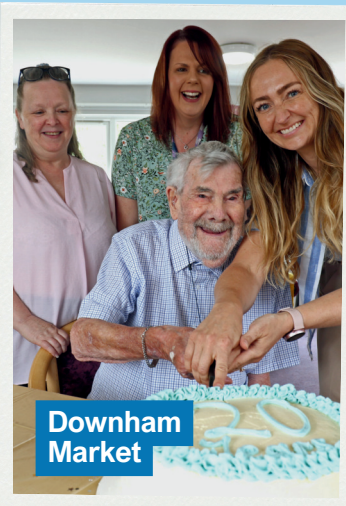
Norwich



Dereham



Ipswich



Downham Market



King's Lynn

# Tenant Satisfaction Measures

The **Regulator of Social Housing** introduced the **Tenant Satisfaction Measures (TSM's)** back in 2023. They assess how well social housing landlords in England are providing quality homes and services. Part of the TSM's is the **Tenant Perception Survey**.

The results of this survey help Broadland to understand how you feel about the services we provide and where we need to improve.

This was the second survey we have carried out and we are pleased to see a small increase in most of the scores for our rented homes.

However, there are two areas where scores decreased compared to last year including:

- **Complaint Handling**
- **Keeps Tenants Informed**

**To improve in these areas we are doing the following:**

## Keeping Residents Informed

- 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 with all residents who live there and telling you what we can or can't do about the issues you have raised.
- We will communicate with residents when you have a change in Neighbourhood Officer.

## Complaint Handling

- Continue to review our policies and procedures.
- Carrying out regular staff training.
- Making improvements to our systems to improve how we manage complaints.
- Look at the language we use when talking about reports of Anti-social Behaviour to prevent confusion with formal complaints.




The results for the survey completed by shared ownership residents show that scores have dropped in all areas compared to last year. We want to understand more and we are in the process of arranging engagement sessions with residents to talk about the




services we provide and how we can improve. **These sessions will take place before the next survey in October.**

# Tenant Perception Survey Results

We conducted our Tenant Perception Survey in October 2024.

The percentage represents the overall satisfaction of the **1142 residents** that completed the survey.

 Satisfaction Measure	 Residents		 Shared Owners	
	Year	2023	2024	2023
<b>1.</b> Taking everything into account, how satisfied or dissatisfied are you with the service provided by Broadland?	<b>61.7% Satisfaction</b>	<b>62.3% Satisfaction</b>	<b>57.6% Satisfaction</b>	<b>45.3% Satisfaction</b>
<b>2.</b> How satisfied or dissatisfied are you with the overall repairs service from Broadland over the last 12 months?	<b>66.8% Satisfaction</b>	<b>69.6% Satisfaction</b>	<b>N/A</b>	<b>N/A</b>
<b>3.</b> How satisfied or dissatisfied are you with the time taken to complete your most recent repair after you reported it?	<b>60.4% Satisfaction</b>	<b>62.5% Satisfaction</b>	<b>N/A</b>	<b>N/A</b>
<b>4.</b> How satisfied or dissatisfied are you that Broadland provides a home that is well maintained?	<b>63.6% Satisfaction</b>	<b>64.2% Satisfaction</b>	<b>N/A</b>	<b>N/A</b>
<b>5.</b> Thinking about the condition of your property or building you live in, how satisfied or dissatisfied are you that Broadland provides a home that is safe?	<b>70.3% Satisfaction</b>	<b>70.7% Satisfaction</b>	<b>77.4% Satisfaction</b>	<b>59.3% Satisfaction</b>

 Satisfaction Measure	 Residents		 Shared Owners	
	Year	2023	2024	2023
6. How satisfied are you that Broadland listens to your views and acts on them?	50.5% Satisfaction	52.1% Satisfaction	47.3% Satisfaction	32.7% Satisfaction
7. How satisfied or dissatisfied are you that Broadland keeps you informed about things that matter to you?	64.3% Satisfaction	62.2% Satisfaction	58.5% Satisfaction	54.8% Satisfaction
8. To what extent do you agree or disagree with the following 'Broadland treats me fairly and with respect.'	68.2% Satisfaction	69.0% Satisfaction	54.8% Satisfaction	52.5% Satisfaction
9. Have you made a complaint to Broadland in the last 12 months?  If yes, how satisfied or dissatisfied are you with Broadland's approach to complaints handling?	36.0% Satisfaction	31.1% Satisfaction	44.4% Satisfaction	13.3% Satisfaction
10. Do you live in a building with communal areas, either inside or outside, that Broadland is responsible for maintaining?  If yes, how satisfied or dissatisfied are you that Broadland keeps these communal areas clean and well maintained?	63.6% Satisfaction	66.2% Satisfaction	68.9% Satisfaction	60.0% Satisfaction
11. How satisfied or dissatisfied are you that Broadland makes a positive contribution to your neighbourhood?	53.6% Satisfaction	55.4% Satisfaction	48.2% Satisfaction	37.5% Satisfaction

 Satisfaction Measure	 Residents		 Shared Owners	
	Year	2023	2024	2023
12. How satisfied or dissatisfied are you with Broadland's approach to handling anti-social behaviour?	48.6% Satisfaction	51.0% Satisfaction	33.3% Satisfaction	27.3% Satisfaction

# Performance Measures

Measured by landlords directly

The following measures are set out by the Regulator which we are required to report on. The data here reflects our performance as of March 31st 2025.

These scores are combined for rented and shared ownership residents.



**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



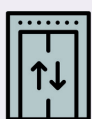
**99.3%**

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



**0.2**

Number of anti-social behaviour cases that involved hate incidents opened per 1,000 homes

These scores are for rented residents only.



0%

Proportion of homes that do not meet the Decent Homes Standard



81.5%

Proportion of non-emergency responsive repairs completed within the landlord's target timescales



77%

Proportion of emergency responsive repairs completed within the landlord's target timescales



64.3

Number of **stage one** complaints received per 1,000 homes



4.3

Number of **stage two** complaints received per 1,000 homes



83.2%

Proportion of **stage one** complaints responded to within the Housing Ombudsman's Complaint Handling Code timescales



95.7%

Proportion of **stage two** complaints responded to within the Housing Ombudsman's Complaint Handling Code timescales

## Contact us

We hope this section has helped you understand the Tenant Satisfaction Measures and how they benefit you. Your feedback is crucial in helping us improve our services and meet your needs effectively.

If you have any questions or need further information, please contact us:

Broadland Housing Association  
NCFC, Carrow Road,  
Norwich, NR1 1HU

Customer Services  
0303 303 0003

[enq@broadlandgroup.org](mailto:enq@broadlandgroup.org)

For more information on the Tenant Perception Survey visit:

[www.broadlandgroup.org/  
manage-your-home/  
tenant-perception-survey](http://www.broadlandgroup.org/manage-your-home/tenant-perception-survey)

Or scan the QR code using your smartphone:



### Follow us on Social Media

- Broadland Housing Association
- @broadlandhousingassociation
- Broadland Housing Group
- @broadlandhousing
- BroadlandHsg

# Recharges Policy

We know that managing costs is important - for you and for us. That's why we aim to be fair and transparent when it comes to any additional charges.

From time to time, we may need to recharge residents when we've had to cover the cost of work or services that fall outside of our usual responsibilities as a landlord. These are situations where the cost isn't part of routine maintenance or repairs, but something extra that we've had to deal with.

Our Recharge Policy & Procedure outlines exactly when and why this might happen.



## Examples of when a recharge might apply:

- Replacing locks due to lost keys
- Removing fly-tipped rubbish
- Legal costs related to tenancy breaches
- Misuse of our emergency repairs service

We're committed to keeping things clear and fair. If you ever receive a recharge and aren't sure why, or you'd like to discuss it, our team is always here to help.

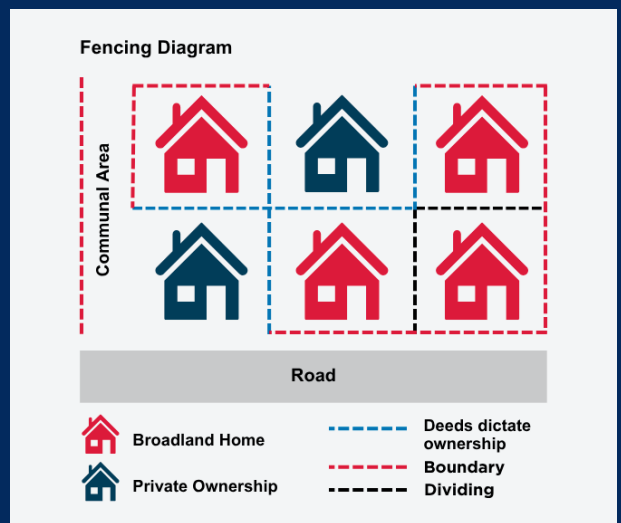
# Cat E Repairs Update

In the rent statement you received in 2023, Michael Newey gave an update on Broadland's current financial situation. We had to put our Category E repairs on hold; these repairs remain on hold and will be reviewed in the next financial year.

## Routine repairs for Category E include but are not limited to:

- Gutter cleaning\*
- Internal door needs repairing
- Bath panel is damaged
- Boxed in area needs repair/replacement
- Skirting/architrave damaged/loose
- Bollard or parking post is damaged
- Radiator is rusty
- Painting works
- Fascias, soffits and bargeboard repairs
- Misted glass in door or window
- Gate/fencing needs repair/replacement

\*While gutter cleaning remains on hold, gutter repairs are still being carried out. Gutter blockages that create a health and safety risk will be assessed and addressed as necessary.

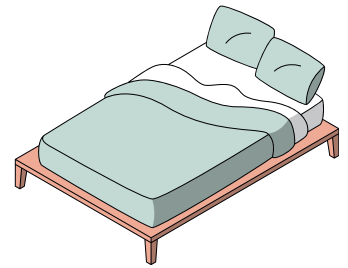


We have restarted work on fencing and gates and have completed over 200 outstanding fencing repairs.

If your tenancy started prior to the end of 2007, Broadland are responsible for the replacement of all of your fencing/gates. If your tenancy started in 2008 or later, Broadland is only responsible for boundary fencing/gates. All other fencing/gates are a resident's responsibility.

***\*Please see the diagram above for reference.***

# How to Avoid Bed Bugs



Bed bugs are small insects that often live on furniture or bedding. Their bites can be itchy, but don't usually cause other health problems.

## Signs of bed bugs

- **Bites:** Often on skin exposed while sleeping, like the face, neck and arms.
- **Spots of blood on bedding:** From the bites or from squashing a bedbug.
- Small brown spots on bedding or furniture (bed bug poo).



Bed bug bites can be **raised and itchy**. They're often in a line or grouped together.

If you have bed bug bites: You can ask your pharmacist about a **mild steroid cream** or **antihistamines**.

## Do

- Wash affected bedding and clothing on a **hot wash (60 degrees)** and tumble dry on a hot setting for at least 30 minutes.
- Put affected clothing and bedding in a plastic bag and put in the freezer for **3-4 days**.
- Clean and Hoover regularly.



## Don't

- Keep clutter around bed.
- Bring in second hand furniture indoors without checking carefully.
- Take luggage or clothing indoors without checking it carefully.



# 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](http://www.broadlandgroup.org)

# Day in the Life

## Meet Lewis & Barney!

Meet our Estates Services Operatives, Lewis and Barney! We asked them a few questions about what they do day-to-day.

### What does a typical morning look like to you?

We usually start the day by collecting our electric back pack that's been charging over night or we have garden waste to dump off in the skip from the previous day. And then we make our way to our first job.

### What are the main responsibilities you handle each day?

Our main responsibilities are grass cutting, strimming, hedge cutting, weed killing, litter picking, chipping, cleaning of bin stores, tenant engagement and enquiries.

### Can you walk us through a challenging issue you faced and how you resolved it?

During one of our routine checks of the bin stores, we discovered a large number of discarded needles. We immediately secured the area to ensure the safety of residents, especially children, and reported the incident to the appropriate team for safe removal. Following our process, we documented the issue to the Neighbourhood Officer to prevent similar issues in the future. Situations like this require a calm and careful approach, and we take pride in responding quickly to help maintain a safe and clean environment.

### Who do you interact with most during your day?

As Estate Service Operatives, we regularly interact with local residents the most while carrying out our duties. We make it a point to be approachable and friendly, and we genuinely enjoy engaging in conversations with residents. Getting to know the residents not only makes our work more rewarding but also allows us to better understand their needs and contribute to a positive living environment.



## Quickfire Qs

### How do you wind down after a busy day?

Barney likes to unwind by going for a run, which helps clear his mind and keep him fit and active, while Lewis prefers going to the gym most days to release stress and stay strong. Both find that regular exercise not only helps them relax but also keeps them physically fit for their roles.

### Coffee or tea to get you through the day?

Coffee no milk no sugar - Lewis  
Coffee milk no sugar - Barney



### What is your favourite part of the job?

Barney and Lewis are good friends as well as colleagues, working together as ESO's for BHA. Their favourite part of the job is being out in different communities, where no two days are ever the same. They enjoy working as a team, supporting each other through the physical side of the role, and taking pride in keeping estates clean, safe, and well maintained for residents.

### If you could trade jobs with anyone at BHA for the day, who would it be and why?

If Lewis could trade jobs with anyone for the day, he would choose to be a Neighbourhood Officer, as he finds that role interesting and would like to learn more about what it involves. Barney isn't quite sure who he would pick specifically, but he's open to trying out most roles for a day to see how other teams work and to gain a better understanding of the organisation as a whole.

# Tenant Assurance Panel (TAP)

The last year has been a busy one for the TAP. They are now formally part of Broadland's governance structure, meaning they report directly to the Board. This means your feedback, whether its through our Digital Panel, the Tenant Perception survey or being a Mystery Shopper, is being heard by our board.

They have recruited 3 new members.

## What else have they been up to?

The Panel have been reviewing the Tenant Satisfaction Measures and the action plan (see upcoming **Door to Door Winter 2026**). They have also been reviewing the Key Performance Indicators (KPI's) and are coming up with a scrutiny plan for the next year.

The first set of workshops we held in April, May and June were about the customer journey. This was focused on where do Broadland need to improve, what needs to be improved and their feedback recommendations. The workshops were held in King's Lynn, Great Yarmouth and Norwich, with 28 residents taking part.

TAP have put together an action plan based on the feedback from these 3 meetings. This went to Board in July for approval.

## What workshops are next?

Following the first successful set of workshops carried out over the summer, next we will be looking at the **complaints process**.

These workshops will focus on how Broadland can **improve the process** in dealing with complaints for all of our residents. We will not be dealing with individual complaints.

Sign up to a workshop at **Get Involved > Tenant Assurance Panel (TAP)** on our website. Look out for personal invites via email or post.

### Next Workshops:

10:00 - 14:00pm

Lunch and refreshments provided

£50 prize draw

#### Norwich:

Saturday 20<sup>th</sup> September  
The Elms, Norwich

#### Great Yarmouth:

Saturday 25<sup>th</sup> October  
Regent Street, Great Yarmouth

#### King's Lynn

Saturday 15<sup>th</sup> November  
Venue TBC

#### Aylsham

Saturday 22<sup>nd</sup> November  
Venue TBC

## New TAP Member

### Meet Helen!

#### Why did you want to join the TAP?

"My journey to becoming a Housing Association tenant was not an easy one, but without Broadlands ethos of supporting homeless applicants, who knows where my family and I would be. At every step I was met with empathy, and the support and kindness I received meant I have built lasting relationships with the neighbourhood team.

On becoming a TAP member, my eyes were opened to the reality of social housing and the struggles many members and tenants face. The enormous battles disabled people and their carers have accessing grants and support, the real financial hardships being a constant struggle and the all too frequent incidents of domestic violence. I just needed to give a little bit back and hopefully help make a difference."

#### What is your favourite film?

"Dirty Dancing."

#### If you could see any band, alive or dead, who would it be?

"Queen."

#### What is a country you have always wanted to visit?

"Italy."

# Wellbeing in Focus

## Sharing a cup of PositiviTea with Avril



For those who missed the Spring edition, my name is Avril and I am writing a series of articles. My intention is that we focus on the positives as we seek solutions to life's challenges, and bring joy and meaning to our lives.

With the Summer Holidays in full swing, the children are home and the outdoors is calling!

**I want to share a story of someone I know called Ali...**

Ali had experienced lots of difficult challenges over a long period of time. She didn't exercise, hadn't socialised for a while and felt like she was in a rut, which she had no idea how to get out of. She longed to live a more fulfilled and happy life but didn't know where to begin.

One day, she discovered a **Wellbeing Walking Group** in her area. This was specifically set up to encourage support people just like her. After giving it a lot of thought, Ali made the tentative decision to join a walk and see how she felt about it. She didn't want to put any pressure on herself, so decided to give herself the option of stopping if she felt unhappy or uncomfortable.

With great surprise, the outcome of the walking group was astounding. Even for Ali, who was unfit and not used to doing much socialising. She was very warmly welcomed by walkers, many of whom came from similar backgrounds to what she did.

From the outset, she knew she had done the right thing by deciding to give it a go, and she hasn't looked back since! Ali now goes on lots of walks with groups of friends who walk together each week. She also goes walking in the evenings at a beautiful woodland area near her home, which has the added benefit of being in nature.

Ali was blown away by how she felt from a simple but positive decision to walk. Her physical health began to improve, as did her sleep. Her mental state was also much calmer and positive. Being with the walking group, she felt more supported than she had in a very long time. Her only regret was that she hadn't started sooner!

### What can we learn from Ali's story?

#### It's up to you

We must recognise that we are the key to a more fulfilled and meaningful life. We only get one lifetime, so why would we not choose to better for ourselves? Of course, we face personal challenges of all sorts, but there are things we can do to bring more joy into our lives.

#### Step out of your comfort zone

Just as Ali took that first tentative step, we should gently encourage ourselves to move out of our comfort zones. At first, this doesn't need to be anything major, but a small step can lead us into making bigger ones. From a small decision, Ali's life has changed in so many ways.

#### Find what you like

Maybe you don't want to or can't walk. But there are other things you can do that will bring joy into your life. I challenge each person reading this, no matter what your age or personal situation is, to think about your own circumstances and find something you like.

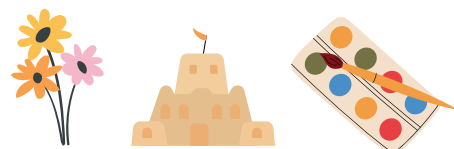
Start reading a book, find a new hobby, go on more picnics with family or friends, go walking in the park, build sandcastles on the beach, grow flowers or veggies in little pots, paint something, use your mobile phone camera to take photographs to capture special memories; the list is endless. There is so much out there that we can do, that's free too!

**Give this a try and I'm sure you'll be pleasantly surprised at the big difference you can make. We cannot and should not rely on others to do these things for us. So let us pledge to empower and make a positive difference for ourselves.**

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

**AVRIL**

(BHA Resident)



# Don't block your drains!

## Dos and Don'ts to Prevent Blocked Drains

Blocked drains can cause unpleasant smells, damage to your property and repairs.

Here's how to keep things flowing smoothly:

### Do:

- Dispose of cooking oil and fat in the bin, not down the sink.
- Use sink strainers to catch food scraps, coffee grounds and other debris.
- Flush drains occasionally with hot water to dissolve small build-ups of soap or grease.



### Don't:

- Pour food scraps, coffee grounds or fat down sinks. Even small amounts can build up over time.
- Flush wipes, sanitary products or cotton pads - even labelled as "flushable."
- Ignore slow draining water. This is often a warning sign that a blockage is forming.

# Electric Car Chargers



You must seek written permission before installing an Electric Car Charger.

### Do:

- Seek written permission from Broadland. Contact: [tenantalterationrequests@broadlandgroup.org](mailto:tenantalterationrequests@broadlandgroup.org)
- Check to see if you are entitled to a Government grant. Visit: [www.gov.uk/electric-vehicle-chargepoint-grant-household](http://www.gov.uk/electric-vehicle-chargepoint-grant-household)
- Use an approved installer to ensure safety and eligibility for Government grants.
- Check if your energy provider has a tariff for electric vehicles which may be cheaper.

### Don't:

- Install a charger without Broadland's consent.
- Modify or relocate the charger without written permission.
- Trail cables across public land or pavements.
- Ignore maintenance needs.

# Solar Panels



## Getting the most from your Solar Panels

Your panels only generate electricity during daylight hours. Once generated, the energy can't be stored.

### To use this electricity:

- Run your washing machine, dishwasher, shower etc when it's sunny, rather than at night.
- Use your appliances one at a time. Otherwise you're likely to use more energy than your panels can generate.
- If you're not at home, consider using a timer (or 'delay' function) to run appliances that are safe to use unattended.

### Don't

- Carry out work on your system yourself. Electrical work must be carried out by a qualified professional.
- Attempt to turn off your system without authorisation.
- Store items against the solar equipment in your loft.



# Understanding Intersectionality & Domestic Abuse



Domestic abuse is a serious and widespread issue that impacts the lives of many individuals and families in our communities. We are committed to supporting safe, inclusive communities that are free from discrimination and abuse.

## What is Domestic Abuse?

Domestic abuse is any form of abusive behaviour between individuals aged 16 or over who are personally connected, such as partners, ex-partners or family members. It includes physical, emotional, sexual, financial, and coercive or controlling behaviour, whether isolated or repeated. It involves any attempt to dominate or control another person within an intimate or family relationship and can affect anyone, regardless of age, gender, background or identity.

### Examples of different types of abuse:

- **Physical Abuse:** Hitting, slapping, pushing or any use of physical force.
- **Emotional or Psychological Abuse:** Intimidation, threats, humiliation, or constant criticism aimed at undermining a person's self-worth.
- **Financial or Economic Abuse:** Controlling access to money, preventing someone from working or misusing their financial resources.
- **Sexual Abuse:** Any non-consensual sexual activity or coercion.
- **Verbal Abuse:** Using words to demean, insult or belittle someone.
- **Digital or Online Abuse:** Using technology to harass, stalk, or control someone (eg. monitoring messages or social media).
- **Coercive Control:** A pattern of controlling behaviours that create fear and isolate the victim from support networks.

# What is Intersectionality?

People experience domestic abuse in different ways and the different parts of a person's identity combine to shape their experiences; examples can be seen in **Diagram 1**. This is often referred to as intersectionality.

For example, an elderly disabled person experiencing domestic abuse may face several challenges when trying to get help. They might find it difficult to leave their home or communicate their needs, especially if they rely on the person who is abusing them. They may also feel isolated or unsure where to turn for support that understands their situation. This shows how domestic abuse is often connected to other parts of a person's identity and why support needs to take the whole person into account

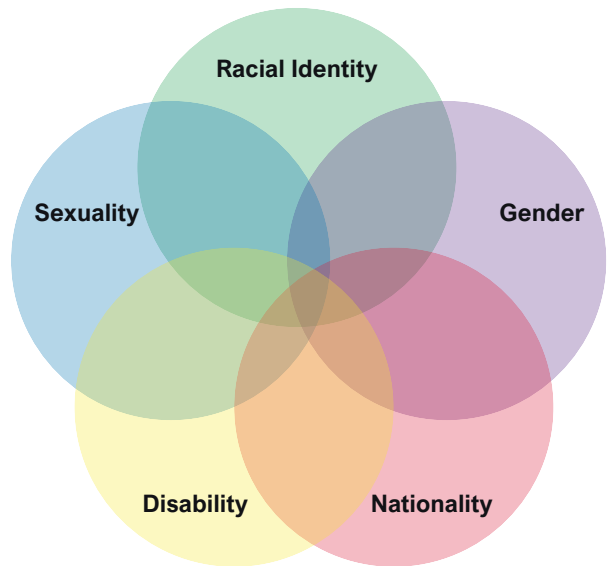
## Why Intersectionality Matters in Responding to Domestic Abuse

Understanding intersectionality helps us see the full picture of someone's experience. It reminds us that there is no "one-size-fits-all" approach to supporting survivors. Here's why this matters:

- **Tailored Support:** Survivors may need different types of support depending on their circumstances. A young LGBTQ+ person might need a different kind of refuge or counselling than an older woman with children.
- **Removing Barriers:** By recognising the additional barriers some people face, such as language or disability, we can work to remove them.
- **Building Trust:** When people feel seen and understood, they are more likely to reach out for help. Inclusive, culturally sensitive services build trust and save lives.

At Broadland Housing we are working to embed this understanding into our policies, training and partnerships. We want every resident to know, you are not alone, and help is available.

Diagram 1



## If you are experiencing Domestic Abuse

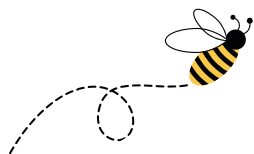
If you or someone you know is experiencing domestic abuse, please know that support is available. All reports are treated confidentially and without judgement.



### Get Help:

- **In an emergency:** Call 999. If you can't speak, press 55 when prompted to signal you need help.
- **National Domestic Abuse Helpline (24/7 & free):** 0808 2000 247
- **Men's Advice Line (Male survivors):** 0808 801 0327
- **Galop (LGBTQ+ survivors):** 0800 999 5428
- **Forced Marriage Unit (at risk of forced marriage):** 020 7008 0151
- **Leeway Domestic Abuse Services:** Offers free, confidential support and operates safe houses for adults, children and young people.
- **Call:** 0300 561 0077
- **Email:** [adviceandsupport@leewaynwa.org.uk](mailto:adviceandsupport@leewaynwa.org.uk)
- **Website:** <https://www.leewaynwa.org/>
- **Contact your Neighbourhood Officer:** 0303 303 0003 or visit our website for details of Domestic Abuse services in your area.

# Gardening Competition 2025



## The Results!

Thank you to everyone who entered this year's competition! The judging took place over 2 days and there was a fantastic variety of colour, plants and garden design.

It's great to see how passionate and rewarding gardening can be for many, and we actively encourage all to continue. Congratulations to all residents who received their awards!

To read further and see more photos visit our webpage at:

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

↓  
Get involved

↓  
Gardening Competition 2025

Or scan the QR code using your smartphone:



Best Garden

Winner:  
Christina from Norwich



Winner:  
Tilly from Mundesley



Runner Up:  
Pamela from Fakenham



Best Garden  
Most Colourful Garden



Winner:  
Mark from Dereham





## Best Garden Most Innovative & Recycled Garden



**Winner:**  
Megan from  
Holt



## Best Patio, Courtyard or Balcony



**Winner:**  
Mark from  
Worlingham



## Best Small Garden

**Winner:**  
Ian from  
Lowestoft



**Winner:**  
Phylis from  
Downham  
Market



**Runner Up:**  
Brian from  
Lowestoft



**Runner Up:**  
David from King's Lynn



**Commendation  
Award:**  
Colin from  
Norwich



# Summer Wordsearch



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

BARBEQUE  
 ICECREAM  
 SANDCASTLE  
 SUNFLOWER  
 DECKCHAIR

LEMONADE  
 SEASHELL  
 SUNGLASSES  
 SUNSHINE  
 FLIPFLOPS

PADDLING  
 SEASIDE  
 SUNHAT  
 HOLIDAY  
 PICNIC

Win a £25  
 Love2Shop  
 Voucher!



## Congratulations

Well done to our resident, Caroline, who won our Spring 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



### To Enter:

Please send a photo of your completed crossword entry to [tenantengagement@broadlandgroup.org](mailto: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](mailto:tenantengagement@broadlandgroup.org)

### Online

You can complete the crossword and enter online by visiting <https://puzzle.org/en/wordseeker/play?p=-OXTjBkLgdfCygaG7hsc>

### Post

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

Entries close 26<sup>th</sup> September

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

Stay in the loop - follow us on social media!

