



D2D

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Door to Door
Your resident magazine
Summer 2026

Stay in the loop - follow us on social media!



Digital D2D

Key Updates

We want to keep you informed in the best way possible. On pages 2-3, you will find the most up-to-date information on our office locations, communication changes and your local team.

Office Moves

Our Office lease at Carrow Road is coming to an end and we will be moving out after 20 years.

We will be having two new smaller offices in Norwich. Both locations are already owned by Broadland.

Our Head Office will be moving to The Elms on Unthank Road. The hall has been converted and will be our registered office.

The second location will be on Geoffrey Watling Way facing the football ground (NCFC). This was the original Savills sales office.



The new addresses are:

From 13th July:

- Unit 1, Hathor, Geoffrey Watling Way, Norwich, NR1 1HF

From 4th August:

- The Caley Building, 18 The Elms, Norwich, NR2 2PL



Emails and Surveys

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

What changes have been made?

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

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Organisational Structure

In April, we made some changes to how our teams who deliver housing and repair services are structured.

The aim of the changes is to make our services simpler, more consistent and closer to residents. This reflects our growth, changing resident expectations and regulatory requirements.

We want to ensure the specialist and technical roles who are involved in delivering core services are focused on ensuring our services are safe, compliant, and consistent whilst providing support to the local teams that you see in your homes and neighbourhoods.

As a result of the changes, we now have **5 Local Delivery Teams** providing services across Norfolk & North Suffolk.

These are: **City Centre, East, North, South & West.**

Each **Local Delivery Team** covers a specific area and is led by a **Local Delivery Manager** who is responsible for the services where you live.

Find your Local Team



If you are a resident with internet access you can find your local team at **Contact us > Find your Local Team** on our website.

Type in your postcode and it will provide you with your team's contact details.



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



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

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!





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.

For our rented homes, we saw most satisfaction scores increase by a small percentage. For our Shared Owners, we saw a decrease in satisfaction in all areas.

The actions we have taken since the last survey to improve satisfaction are:

- Recruited two new Complaint Handlers to enable us to respond to complaints within the published timescale.
- Invested in a new Communication and Engagement platform which will enable us to send out more proactive communications and real time repairs surveys.
- Held online and in person workshops with Shared Owners to understand more about why they are dissatisfied.
- Continued to focus on improving our repairs service by delivering the actions in our published Repairs Improvement Plan.
- We are continuing our Out & About visits to meet with residents and ask how we can improve our services. We are prioritising visiting residents who are identified as dissatisfied using the survey results.

Tenant Perception Survey Results

We conducted our Tenant Perception Survey in October 2025.

The percentage represents the overall satisfaction of the **1037 residents** that completed the survey.

 Satisfaction Measure	 Residents		 Shared Owners	
	2024	2025	2024	2025
1. Taking everything into account, how satisfied or dissatisfied are you with the service provided by Broadland?	62.3% Satisfaction	64.6% Satisfaction	45.3% Satisfaction	34.9% Satisfaction
2. How satisfied or dissatisfied are you with the overall repairs service from Broadland over the last 12 months?	69.6% Satisfaction	70.4% Satisfaction	N/A	N/A
3. How satisfied or dissatisfied are you with the time taken to complete your most recent repair after you reported it?	62.5% Satisfaction	66.1% Satisfaction	N/A	N/A
4. How satisfied or dissatisfied are you that Broadland provides a home that is well maintained?	64.2% Satisfaction	65.3% Satisfaction	N/A	N/A
5. 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?	70.7% Satisfaction	71.6% Satisfaction	59.3% Satisfaction	43.2% Satisfaction

 Satisfaction Measure	 Residents		 Shared Owners	
	2024	2025	2024	2025
6. How satisfied are you that Broadland listens to your views and acts on them?	52.1% Satisfaction	52.1% Satisfaction	32.7% Satisfaction	21.6% Satisfaction
7. How satisfied or dissatisfied are you that Broadland keeps you informed about things that matter to you?	62.2% Satisfaction	62.3% Satisfaction	54.8% Satisfaction	38.9% Satisfaction
8. To what extent do you agree or disagree with the following 'Broadland treats me fairly and with respect.'	69.0% Satisfaction	69.3% Satisfaction	52.5% Satisfaction	28.9% 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?	31.1% Satisfaction	38.8% Satisfaction	13.3% Satisfaction	10.0% 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?	66.2% Satisfaction	66.6% Satisfaction	60.0% Satisfaction	35.0% Satisfaction
11. How satisfied or dissatisfied are you that Broadland makes a positive contribution to your neighbourhood?	55.4% Satisfaction	57.4% Satisfaction	37.5% Satisfaction	22.2% Satisfaction

 Satisfaction Measure	 Residents		 Shared Owners	
Year	2023	2024	2023	2024
12. How satisfied or dissatisfied are you with Broadland's approach to handling anti-social behaviour?	51.0% Satisfaction	50.1% Satisfaction	27.3% Satisfaction	25.0% 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 2026.

These scores are combined for rented and shared ownership residents.



100%

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



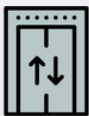
99.6%

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



23.3

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



1.1

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



85.8%

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



88.9%

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



69.2

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



6.1

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



86.3%

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



100%

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
The Caley Building
18 The Elms
Norwich, NR2 2PL

Customer Services
0303 303 0003

enq@broadlandgroup.org

For more information on the Tenant Perception Survey visit:

About us > Our Publications > Tenant Perception Survey on our website.

Or scan the QR code using your smartphone:



Follow us on Social Media



Broadland Housing Association



@broadlandhousingassociation



Broadland Housing Group



@broadlandhousing



BroadlandHsg

Updating Contact Details

Do we have your latest contact information?

It's really important that you update us when something changes in your household that might affect the service we deliver to you. Below are some of the important things we need to know:

- **Change of phone number or email address:** We need to know this so we can make sure you are receiving communication from us such as repair appointments.
- **Changes to the number of people living in your home:** We ask for these details when you move in but know it can change. Keeping us updated is important so we are aware of who lives in your home with you.



- **Preferred method of contact:** We want to make sure we are communicating with you in a way that works best for you.
- **Disability Awareness:** If someone in your home has a disability that we are not already aware of, please let us know. We may be able to put Reasonable Adjustments in place to adapt our service.

How can I update my information?

To update your contact details, visit our webpage via the drop down menu at **Contact us > Update contact details** on our website. There is an online form on this page for you to fill in.

Alternatively, you can call us on **0303 303 0003**.

If you need to let us know about any other changes to your information, including household details, please contact us by one of the following communication methods:

☎ **0303 303 0003**

✉ **lha@broadlandgroup.org**



Thank you for your patience whilst the review is being carried out.

Planned Works

Our planned works programme is under review

Following an extensive review, we have put the replacement programme of windows, door, kitchen and bathrooms temporarily on hold.

If this has affected you directly, then you will have already received a **letter** from us.

The programme is under constant review and we hope that we will be able to get back to normal next year.

Christmas Opening Hours & Phone Lines



Date	BHA Opening Times	Additional Cover: Norse Cover (Emergencies Only)
Thursday 24 th Dec	Closed	8:30am - 17:00pm
Friday 25 th Dec	Closed	Bank Holiday
Weekend: Norse Cover (Emergencies Only)		
Monday 28 th Dec	Closed	Bank Holiday
Tuesday 29 th Dec	9:00 - 15:00pm	8:30 - 9:00am & 15:00 - 17:00pm
Wednesday 30 th Dec	9:00 - 15:00pm	8:30 - 9:00am & 15:00 - 17:00pm
Thursday 31 st Dec	9:00 - 15:00pm	8:30 - 9:00am & 15:00 - 17:00pm
Friday 1 st Jan	Closed	Bank Holiday

Abuse is never love.

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

Visit **Tenant Support > Domestic Abuse** on our website.

Support Available:

- NIDAS Norfolk: 0300 561 0555
- Refuge: 0808 2000 247
- Galop LGBTQ+: 0800 999 5428





We want to hear from you

Repairs Feedback Survey



We want to keep on improving the repairs service you receive, and your feedback really makes a difference. Each time you fill in one of our quick surveys, you're helping us see what's working well and where we need to improve.

The latest results show that many residents are happy with the service, with **over 45%** rating their experience as “**very satisfied**.”

It's great to see that most of our operatives are polite and respectful (**over 95%**), and that they clearly explain the work they're carrying out within your homes (**over 87%**).

However, your feedback also highlights where we need to do better. Some residents are still unhappy with how long repairs take, and we

know we need to improve on getting jobs fixed right first time and keeping you informed along the way.

By completing the survey, your feedback is helping us focus on what matters most to you, reducing waiting times, improving first-time fixes, and keeping you updated throughout your repair. Your voice helps us make real improvements for everyone.

Jack Harvey
Senior Repairs Manager





Mutual Exchange



Looking to move? Here's what you need to know

We have recently seen an increase in the number of residents contacting us directly about wanting us to move them to a different home. While we understand that housing needs can change over time, it's important to know that we are not responsible for this.

If you are looking to move and wish to apply for social or affordable housing, you will need to register with the relevant Local Authority, as they manage housing applications and allocate available properties. If you are already registered and need additional support with your application, we may be able to help. Please contact us to discuss your circumstances and the assistance we can offer.

Consider a Mutual Exchange

Did you know that most residents have the right to exchange their home with another social housing resident? (subject to approval).

We have recently registered with **HomeSwapper**, the UK's largest mutual exchange service.

HomeSwapper allows residents to advertise their home and search for suitable exchange opportunities across the country.

Register

If you're considering a move, exploring a mutual exchange could be a quicker way to find a home that better suits your needs.

To get started, visit
www.homeswapper.co.uk

Find more information about mutual exchanges and moving home on our website at **Our Homes > Find a home > Mutual Exchange**.



Housing for Over 55s Panel Update!

During the HOP meeting in April, we discussed and focused on the importance of the resident voice and how we communicate with supported schemes. This included the most effective ways to share updates, listen to feedback and ensure residents feel informed, involved and heard.

Our main communication methods were reviewed by the panel and valuable feedback was provided on what is working well and how we can make improvements to our current methods when contacting residents aged 55+.

The panel also shared their preferences on receiving information. Our Door to Door magazine was said to be the most common way the panel receives news and updates.

There was discussion around the importance of clear updates and face to face meetings, and this highlighted things we can do to make communication more accessible and engaging.

The feedback we received will help us improve how we share news, promote services and events, and ensure residents voices are heard.



Interested in joining the HOP Panel? For more information visit **Get Involved > Housing for Over 55s Panel (HOP)** on our website.

Or scan the QR code using your smartphone:



Or contact our **Resident Engagement Coordinator** at:



tenantengagement@broadlangroup.org



01603 750113

Join the Tenant Assurance Panel (TAP)

Are you interested in helping to improve services for Broadland residents? We are currently recruiting new members to join our Tenant Assurance Panel (TAP).

TAP members work together to review services, share feedback, and help make sure residents' voices are heard. No previous experience is needed, just an interest in making a difference for fellow residents.

If you are interested in joining TAP, we would encourage you to observe a meeting to see what is involved. We would be delighted to welcome you.



For more information, please contact **Laura Baldock** at:



laura.baldock@broadlandgroup.org



01603 750279

Call Recordings

What happens when you call us and we call you

You may notice when calling certain direct lines at Broadland, or when you receive a call from us, the call starts with a notification that the phone call is being recorded.

We have introduced this automatic message because it is important that we let you know when we're recording calls between Broadland and you.



You should hear the name 'Broadland' early on in the message, and we will be there in person within a few seconds. Please do not be concerned that this is a scam call and please don't hang up. This is in place to let you know we are recording.

Foodbank Support

The need for foodbanks support continues to increase year on year. Over the past year, our Tenancy Support Team has helped **80 families** access foodbanks during times when they needed a little extra support.

To help make a difference, we've teamed up with our generous suppliers and staff to make donations to Trussell Trust foodbanks in Norwich, Dereham, Gorleston and King's Lynn.

Before Christmas, we donated £2000 worth of food and toiletries. The Trussell Trust told us that this donation will help support local families through the spring and into the summer, a time when foodbanks can often see supplies running low.

We'll also be making similar donations during the summer months, helping to ensure foodbanks have the essential items they need to continue supporting people in our communities.



Trussell
Ending hunger together

For more information on local foodbanks and donating to the Trussell Trust, visit their website.

Epilepsy Awareness

What is Epilepsy?



Epilepsy is a neurological condition that causes recurring seizures.



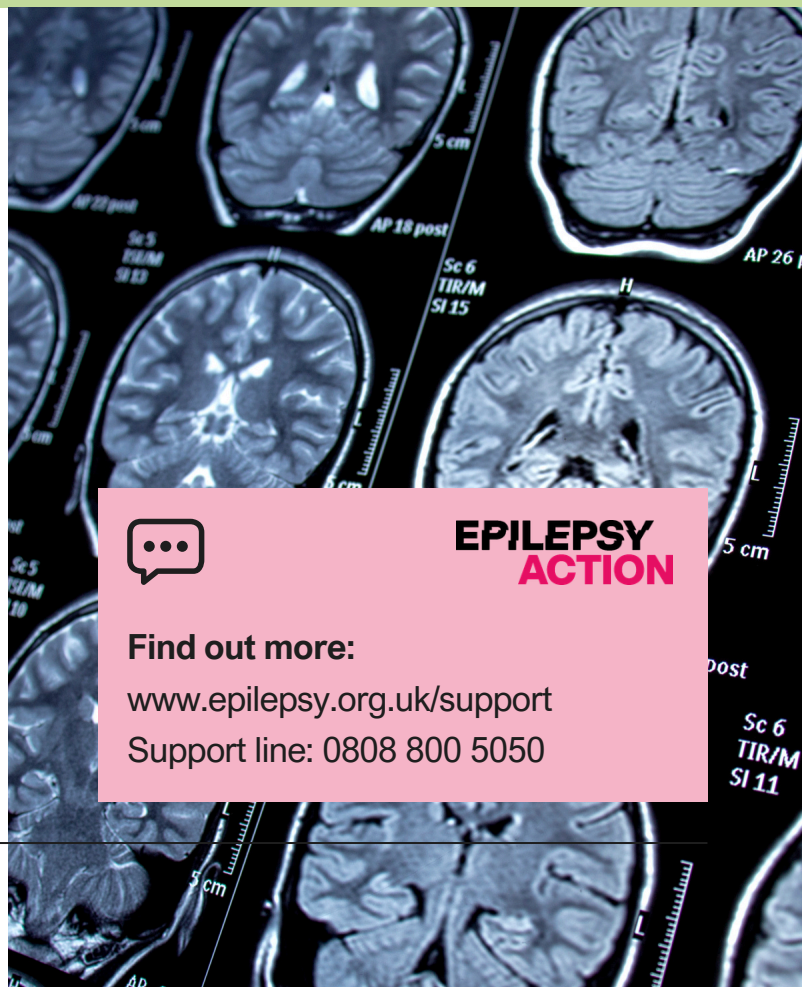
Around **1 in 100** people in the UK live with epilepsy.



A seizure happens when there's a sudden burst of electrical activity in the brain.



Not all seizures involve shaking or collapsing.



**EPILEPSY
ACTION**

Find out more:

www.epilepsy.org.uk/support

Support line: 0808 800 5050

Summer Wordsearch

Enter now!

Send a photo of your completed wordsearch puzzle to **tenantengagement@broadlandgroup.org**, with your **full name and first line of your address**.

Win a £25
Love2Shop
Voucher!

Online:

You can complete and enter online by visiting:
https://puzzel.org/en/wordseeker/play?p=-OzIYaHKH_FWluK9dmSE

Take a screenshot and email your completed crossword to us.

Post:

Tear off and post to
Broadland Housing Association
The Caley Building, 18 The
Elms, Norwich, NR2 2PL

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

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

Entries close: Wednesday 23rd September

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

SUNGLASSES
LEMONADE
HEATWAVE
ICEDCOFFEE
BARBECUE
ICE

SEASIDE
ICEDMATCHA
SAND
SEA
SWIMMING
SEASHELL

PICNIC
BEACHTOWELL
FLIPFLOPS
HUMID
SANDCASTLE
HOTDOG

What our residents say

Door to Door Magazine

“Moving Door to Door on SoundCloud was a great idea!

It is helpful even for people like myself with severe mental illness having concentration struggles to be able to process the information, as reading can be a challenge sometimes.

Thank you so much for doing this!”



“I hope Door to Door continues to keep us residents informed and also gives us a bit of entertainment and sense of community.

My favourite thing about receiving Door to Door magazine are the competitions.

I find them fun, look forward to them, and draw me in to engage with Broadland as a tenant.”

“As a new tenant of yours, I have read D2D and found it very informative.

I like the fact that you give residents the possible opportunity to volunteer with different tasks within the Broadland group.”

Got any thoughts on our magazine? Contact us: tenantengagement@broadlandgroup.org

Gardening Competition 2026



The Results!

Thank you to everyone who entered this year's competition! We had the pleasure of judging a real variety of gardens this year and we were extremely impressed with the fantastic use of spaces.

It was lovely to see what a release gardening can be and how much joy it brings to gardeners, as well as neighbours. A massive thank you must go to Violet, this year's resident judge, who helped us over the two days with her knowledge of all things plants and flowers.

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

www.broadlandgroup.org



Get involved



Gardening Competition 2026

Or scan the QR code using your smartphone:



Enter next year!

We hold our Gardening Competition annually. Enter your garden in April 2027!



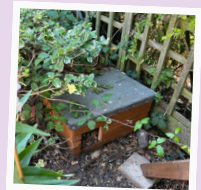
Best Tranquil Garden

Winner:
Tilly from
Mundesley



Best Environmental & Wildlife Friendly Garden

Winner:
Phylis from
Holt



Best Wow Factor Garden

Winner:
Mark from
Dereham



Best use of Space & Design



Winner:
Ian from
Lowestoft

Wellbeing in Focus

Sharing a cup of PositiviTea with Avril



How the time has flown and here we are, soon to be approaching the autumn months. Of course, I realise it's still the summer time, but things are changing so quickly in today's modern world it often feels hard to keep up!

One moment we are putting away our Christmas decorations, and the next, children are finishing school for the summer holidays. It can feel like time is speeding up and things are somewhat out of our control. I know I'm not the only one who may be feeling this way, some of you might be too.

You may find the challenges we face, may feel greater than before. Recently, I experienced this whilst being in the process of moving homes. I have done this many times, but this time felt a lot more challenging.

As I sit here and reflect on this, it's got me thinking about what we can do to approach these hurdles with much ease as possible.

Here are some thoughts worth considering if you find yourself in a similar situation:

Take a step back

It can help to take a step back from the situation and have a breather - as simple as this! A few slow deep breaths help to ground us, calm us down and enable us to see the bigger picture more clearly.

Plan ahead

This may not always be possible, but if it is then it helps to do so. Doing something as simple as writing things down on paper helps to put in order your priorities and clarify your thoughts. It also allows a much better idea of the steps we need to take to get to where we want to be, reducing feelings of overwhelm.

Do what can be done first

Is there something that can be done right now? By doing this immediate single step, this helps us feel like we are on the way to reaching closer to the final goal.

Ticking things off

Ticking things off your to-do list feels like you are achieving something and getting somewhere! Often it can feel like you aren't getting anywhere, but by doing this, it helps to see the progress made. This also gives us the encouragement to continue and see the end goal in sight.

.....



There's an old proverb which most of you will be familiar with - **"Rome wasn't built in a day."**

The same applies to situations we find ourselves in. For me, it's usually finding a balance between pushing myself gently to achieve my goals. Whatever this may be, I ensure to be realistic and not too harsh with the expectations I have of myself, which might make things harder in the long run.

If you find yourself facing challenges, remember to stand strong, be courageous and kind to yourself. Take things slow if you need to, and believe that things will work out.

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

AVRIL

(BHA Resident)



Sudoku Competition

Win a £25
Love2Shop
Voucher!



		5	9				4	
							1	
	8	3		1	4			
2			5	4				1
3		7	8		2			4
		8		6				9
7				3		4	9	8
	3			8				7
8	9		4					5

							1	
5	9			2	6			
			3					
	2				3	1		
		3	1				8	5
				5		9		6
8				1		3		4
3		6			2	7	5	
		9	7	3	4		2	

					6	8	9	
		7	8	3	1	4		2
	8				4		3	
5		8						
			2			5		
9	3			6			8	
								5
	5	1	7	8	9		4	6
			4				2	

	9	4			3	8	1	2
		8				6		
5					6	3		
2	3		5		4		8	
		6		2				3
		7		8				
	4							8
		2	9		8	5		1
		5		4				



Congratulations

Well done to our resident, Louise, who won our Spring Door to Door crossword 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



Entries close: Wednesday 9th September

Enter now!

Send a photo of your completed sudoku puzzle to **tenantengagement@broadlandgroup.org**, with your **full name and first line of your address**.

Online:

You can complete and enter online by visiting: <https://jigsawmake.com/play/f0PNldI4>

Take a screenshot and email your completed sudoku puzzle to us.

Post:

Tear off the completed sudoku page and post to **The Caley Building, 18 The Elms, Norwich, NR2 2PL**

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

.....

www.broadlandgroup.org

Stay in the loop - follow us on social media!

