

VIEWPOINT



**HAPPY
CHRISTMAS**
FROM EVERYONE
AT BROADACRES

In this issue...

NEW HOMES

Find out about the new affordable housing development in Malton - **page 3**

NEW APP

We will be launching a new smartphone app to help you - **page 6**

25 GREAT THINGS

Find out about what we did in 2018 to mark our 25th anniversary - **page 13**

FIRE SAFETY

Please ensure you read our tips to help you stay safe - **page 15**

An exciting journey

We are pleased to be jointly introducing the latest edition of Viewpoint.

Tackling affordable warmth has become a key priority for Broadacres and this is particularly meaningful at this time of the year. We are currently considering extra investment in this area and we expect to be in a position to share more information with you about our approach in the new year.

Investing in your homes is a priority and we are looking at exciting new approaches to maintain and improve them.

Improving your experience as a customer is also very important to us and this is one of the reasons why we will shortly be launching a new smartphone app for you to access services when and how you need to. We want to become a digital organisation although we recognise this does not suit everybody, so we will always offer alternatives so you can choose the way that suits you.

We recently launched our new corporate strategy which was produced in partnership with you, our customers. This sets out our vision to become the best rural housing association in the country and is underpinned by our mission to have 'great people, providing great homes and great customer experiences'.

It's important to stress that these are not just simply words on a page and we are already making progress in delivering our mission, so for example, we were both



pleased to visit in November the site of a new affordable housing scheme in Malton, North Yorkshire. You can read more about the scheme on page 3. When completed next year it will provide 56 homes for local people in an area where the cost of buying and renting privately is high.

It's an exciting time for Broadacres and we look forward to keeping you updated on our progress. In the meantime we would like to wish everyone a happy and safe, Christmas.

Colin Wilkie, Chairman
Gail Teasdale, Chief Executive

The Social Housing Green Paper 2018

On 14th August 2018 the Government published a social housing green paper which sets out a proposed strategy for reforming social housing and is based around five core themes - ensuring homes are safe and decent, effective resolution of complaints, empowering residents and strengthening the regulator, tackling stigma and celebrating thriving communities and expanding supply and supporting home ownership.

As part of its consultation on the Green Paper, the Government

has been seeking feedback from housing providers like Broadacres and our tenants. We contributed to this via our partnership with the Rural Housing Alliance, who actively campaign for rural communities, and PlaceShapers, who are a network of more than 100 community-focused housing associations who want to build more than homes; they want to shape communities and unite around shared values as a voice for change. Our collective feedback will be fed through to

the Government as one strong voice campaigning for rural housing and its communities.

Three of our tenants who also sit on our Performance and Improvement Panel attended the Ministry of Housing, Communities and Local Government (MHCLG) consultation session in Newcastle with other residents from the North East, Yorkshire and Humber to voice their views around the Government's proposals.

DEVELOPMENT NEWS...

New homes in Malton

Work is underway on a new £7.8 million affordable housing scheme in the North Yorkshire market town of Malton.

In partnership with our contractor Lindum and Homes England, we are building 56 new homes, providing a mixture of one, two and three-bedroom houses and two-bedroom bungalows.



All the homes will be allocated to people with a connection to Ryedale. They will be for affordable rent or sale through shared ownership.

Broadacres Chief Executive Gail Teasdale and Chairman Colin Wilkie recently visited the site to see the groundwork which is currently underway.

They said: “For a number of reasons, Malton has become one of the most popular places to live in North Yorkshire, which is great for the town and the local economy, but this can often be at the expense of those who grew up or work in the area, who can’t afford to buy or rent privately.

“All of our homes will be allocated to people with a connection to the district of Ryedale, ensuring market towns like this remain sustainable for future generations.

“This is a significant development for Broadacres as we begin to fulfil our new mission of creating great homes in great places and providing great customer experiences.”

Homes England, the national housing and regeneration agency for England, is providing grant funding of £2 million towards the scheme.

Welcome Joy

Overseeing the Malton scheme, and our development programme in general, is Joy Whinnerah, Broadacres’ new Director of Development and Investment.

Joy joined us recently from another housing association Home Group, where she was Head of Delivery for the North East and North Yorkshire.

She says: “Broadacres is renowned for delivering schemes that others can’t and, just as importantly, which make a tangible difference in communities.

“So, this is about providing schemes from the one home that will enable a grandson to remain in a village where generations of his family have lived, to bigger schemes with many homes in market towns that help support the rural economy.

“Broadacres doesn’t just build houses and then walk away; we have a vested interest in ensuring our communities remain sustainable and that our homes stand the test of time.”





Are you ready?

Here are some tip tips to help you with Universal Credit:

- 1 Put some money aside now - waiting time for Universal Credit is at least five weeks from sign up to payment, and any money you can put aside, even just a couple of pounds a week, will come in very useful during the waiting period.
- 2 Make sure you have a bank or credit union account - all payments will be paid straight into your bank account each month.
- 3 Make a budget - Universal Credit is paid monthly and having a budget in place will help you to meet your priority commitments, such as rent.
- 4 Get online - Universal Credit claims, and your ongoing contact with the Department for Work and Pensions, are made online so you need to make sure you have access. If you don't have internet access at home find out where you can get access (and computer tuition or support if you need it) in advance.



- 5 Stock up on food now - you may not have any money coming in during the five weeks wait period so start putting away some food now, such as tinned food like soup and baked beans, and dried foods such as rice and pasta.
- 6 Don't panic - this is the most useful tip. Universal Credit may seem overwhelming but we're here to help.

Please call the Money Advice Team at Broadacres 01609 531326; 01609 767906; or 01609 767978

*Hambleton Foodshare offers emergency food parcels for those experiencing temporary financial difficulties. For more information please visit: www.hambletonfoodshare.org.uk

Signs

We are currently replacing some of our old signage and would like you to tell us if all Broadacres signs should carry our logo and inform visitors that the properties are occupied by Broadacres residents or that the area is a 'Broadacres area'?

Some of our schemes, flats, garages and other areas across our communities display signs for various reasons, such as letting visitors know that the building belongs to Broadacres or the area is reserved for resident parking.

Let us know what you think by emailing: communications@broadacres.org.uk or telephoning 01609 767900.

Help to Save

Help to Save is a type of savings account. It allows certain people entitled to Working Tax Credit or receiving Universal Credit to get a bonus of 50p for every £1 they save over 4 years.

You get bonuses at the end of the second and fourth years based on how much you've saved, and you can save up to £50 each calendar month.

Help to Save is backed by the Government so all savings in the scheme are secure.

For more information please visit www.gov.uk and search for 'Help to Save' or telephone the Broadacres Money Advice Team on 01609 531326; 01609 767906 or 01609 767978.





What is Cuckooing?

Have you heard of a practice known as “cuckooing”?

This is where drug dealers, usually from out of the area, take over the homes of vulnerable people and use them to store and sell drugs, or force the householder to deal drugs on their behalf. The resident has no choice but to let them stay in the property as the dealers threaten them with violence.

North Yorkshire Police has already had some success in jailing a number of drug dealers and safeguarding victims of cuckooing, however, it is asking for your support.

Things to look out for at properties in your area, include increased callers at a property, more cars pulling up for short periods of time, increased anti-social behaviour at a property, not seeing the resident for long periods of time and windows covered, or curtains closed for long periods.

The police often come across children as young as 14 who are dealing drugs, often not realising they are being exploited. If you're a parent or carer of children, please also look out for some of these signs in your child - persistently missing from school or home, unexplained money, clothes, or mobile phones, excessive texts and phone calls, suspicion of physical assault/unexplained injuries, carrying weapons and self-harm or significant changes in emotional well-being.

Call North Yorkshire Police on 101. If you prefer not to speak to the police and wish to remain anonymous, call Crimestoppers on 0800 555 111. If you or another person is in immediate danger, always call 999. Do not approach anyone you suspect is being involved in drug dealing, but call the police.



‘Appy’ New Year!

In the coming months Broadacres will be introducing a new smartphone app to help you access services when and how you need to.

We will also be adding extra capabilities and improving the design of the ‘My Account’ section of our website.

Both of these platforms will allow you to:

- Pay your rent
- Check your balance and transactions
- Book a repair and make an appointment

- View your repair history
- Get involved
- Contact us
- And much more....

As a thank you for using these services we will randomly choose one customer in February, one in March and one in April who has downloaded the smartphone app or who is registered on the ‘My Account’ section of our website

and each of these three customers will win an Apple iPad.

Watch out for more information on the Broadacres website: www.broadacres.org.uk and on our Facebook page: facebook.com/Broadacres/

This is another step on our journey to provide better services for you and we would really appreciate your feedback.



Small skills, big change

Residents of two Broadacres extra care schemes are benefitting from free digital skills training delivered by A1 Community Works, a digital training provider based in Little Holtby, Northallerton.

Training takes place at 2pm to 3:30pm on alternating Tuesdays at Kirkwood Hall in Leyburn and Rivendale in Northallerton. The sessions are open to all community members, free of charge.



For more information please visit: <https://www.a1communityworks.org/outreach> or telephone 01609 591080.



A visit by Google

Google Digital Garage ran three, free sessions at Broadacres House in November, focussed on Digital Marketing, Staying Safe Online and Social Media Strategy.

The Staying Safe Online session was attended by a group of tenants, who learnt how to shop and bank securely online, gained tips on managing passwords and using family settings on their devices.

Sound interesting? Google Digital Garage also provide free, online courses. Check out: <https://learndigital.withgoogle.com/digitalgarage>



Restarting hearts

Broadacres has given further backing to a local charity set up to install and raise awareness of life-saving defibrillators in Northallerton.

After becoming the first organisation to provide a grant - through our community development fund, to Restarting Hearts in Northallerton, we have followed this up by installing the first new public access defibrillator on behalf of the group.

And we have pledged future support by volunteering to install more defibrillators as Restarting Hearts in

Northallerton works towards its target of buying at least 15 units in its first 12 months.

For more information on Restarting Hearts in Northallerton please visit their Facebook page 'RestartingHeartsInNorthallerton'.

Community transformation

Volunteers have helped to transform the entrance to a popular green space which had become a magnet for fly-tippers.



Over the course of four days, a team of people helped to remove large amounts of overgrown weeds and bushes behind Knotto Bottom Way in Northallerton.

The area, which is popular with local children and dog walkers, had become a dumping ground for rubbish and was regarded as an eyesore by people living in the area.

Broadacres was alerted to the situation by resident Philip Craig, who serves as one of our Local

Monitors, and a plan was formulated with our landscape contractor HGM Services and the North Yorkshire Youth Justice Service.

Philip said: "It's a well-used area but the entrance had become a bit of an eyesore and had attracted fly-tippers.

"When we cleared it, we removed lots of bags of rubbish, so we are now looking forward to seeing the grass grow and it further enhancing the green space."



Body art

The pain of getting body art was worth it in more ways than one for customers at a tattoo studio.

Over two days recently, the Tattoo Studio in Northallerton donated the money received from giving tattoos to the Broadacres-run women's refuge.

Along with cakes and collection buckets, this resulted in a fantastic £747 being raised.

We would like to thank tattoo artist Jeki Luck and Tattoo Lounge owner Alan Williams for their support.



Starts at Home

Broadacres was pleased to host an event showing how supported housing can make a difference to people's lives.

We invited key stakeholders, including local councillors, to visit Leyburn Lodge, a six-home scheme in Harmby Road, Leyburn, which provides support to people whilst they recover from mental illness.

The visit took place to mark 'Starts at Home Day,' an event organised by the National Housing Federation to raise awareness of the importance of supported housing in the UK.

A former Leyburn Lodge resident, who asked not to be named, said: "I moved into Leyburn Lodge a few years

after being diagnosed with schizophrenia, with the main symptom being hearing voices in my head.

"Up until that point, because I have lived with my parents and then my former partner, I had never actually lived alone, so the 20 months I spent at Leyburn Lodge was a good experience of me.

"I am now living on my own, independently, elsewhere in Richmondshire and I credit being at Leyburn Lodge with the progress I have made."

The class of 2018

A woman who sold her hairdressing business to pursue her dream of a career in property is one of three new apprentices recently appointed by Broadacres.

Lauren Taylor, along with Matthew Benson and Robert Knaggs, are our newest apprentices.

Lauren, from Thirsk, has started a four-year Construction Technical Apprenticeship which will cover everything from surveying properties through to planning and managing construction sites.

It's a major change of direction for Lauren, who recently sold her hairdressing business in Romanby, Northallerton, to enable her to take up this new role.

She explained: "After I left school I initially studied quantity surveying at college before deciding to do an apprenticeship in hairdressing.

"This led to me owning my own salon but deep down I knew property was the long-term career for me, so when the apprenticeship opportunity at Broadacres came



up, I applied and I am delighted to have been accepted."

Matthew, 27, from Darlington, has started a four-year apprenticeship as a heating engineer, and Robert, 27, from Eaglescliffe, has started a four-year apprenticeship as an electrical engineer.

Quite an honour

One of our residents, Stanley Kitching, of Romanby, Northallerton, has received the Legion d'Honneur for his part in helping liberate France.

Mr Kitching was an Able Seaman on the destroyer HMS Undaunted, which took part in the bombardment of the Normandy beaches before the Allied forces went ashore on D-Day. His job was to load shells into the magazine which fed the destroyer's four guns.

After being presented with the medal by Richmondshire MP Rishi Sunak, Mr Kitching described it as a "wonderful honour".



Yes Dear!

When asked what is the secret to a successful marriage, Roy Muir says it comes down to two simple words, "Yes Dear".

It has served him well because Roy and his wife Mary this year celebrated an amazing 74 years of wedding bliss.

The couple, who live in one of our homes in Huby, near Easingwold, met when Roy was working on a farm in Huby during the Second

World War. Mary, who was in the land army, was posted to the farm in 1943 and love soon blossomed.

Roy and Mary were married in Wakefield (Mary's hometown) in 1944 and have been together ever since.

Cutting in

Don and Nancy Cassidy were dancing with other people when they first met, but a polite "excuse me" soon brought them together and they have been partners ever since.

The couple, from Northallerton, celebrated their 60th wedding anniversary in November.

They have four children, six grandchildren and three great grandchildren, so they had plenty of help marking their Diamond Wedding. Congratulations Mr and Mrs Cassidy.



PRIZE DRAW ★ PRIZE DRAW ★ PRIZE DRAW

April 2018:

Miss McGreevy,
Great Ayton
Repairs Survey

May 2018:

Mr Bland, Aiskew
Repairs Survey

June 2018:

Mr Bland, Thirsk
Repairs Survey

July 2018:

Mr Kelly, Sowerby
Repairs Survey

August 2018:

Mrs V E Peel, Aiskew
Support Worker
Response Survey

September 2018:

Mr CG Mallows,
Hurworth
Repairs Survey

October 2018:

Mrs B Fitzgibbon,
Sowerby
Support Worker
Response Survey





A new look

As part of the ongoing work towards our goal of becoming the best rural housing association in the country, we have recently introduced a new logo and a new set of corporate colours.

We feel that the new logo better illustrates the communities we serve, and the new colours represent the rural areas we operate in.

Watch out for our new branding on our fleet vehicles, cars and vans throughout the area and on the uniforms of our colleagues.

Charity to the fore

At our recent charity of the year golf day we raised £4,000 for a service which transports urgent blood supplies to hospitals across the area.

Bloodrun Emergency Voluntary Service (Blood Bikes Cleveland & North Yorkshire) were the beneficiaries of this year's event, which saw 16 teams teeing off at Rockliffe Hall Golf Club.

Richie Wolstenholme, Chair of Blood Bikes Cleveland and North Yorkshire, said: "We are a group of 50 volunteers running four bikes and three cars to support the two local health authorities in our area

and each year we save them £25,000 in taxi costs by transporting blood and other vital medical supplies.

"To do this we require almost £25,000 to keep our fleet of bikes and cars running, so a donation of £4,000 makes a substantial

difference to a local charity like ours, and we would like to thank Broadacres for their support."

More information on Bloodrun Emergency Voluntary Service (Blood Bikes Cleveland & North Yorkshire) is available from www.bloodrun.co.uk



25 GREAT ACTIVITIES



- Win 3 iPad's competition
- Clean up days, various locations
- Christmas Jumper Day
- Dress Up Day, fundraising
- Children in Need, fundraising
- 56 affordable homes underway, Malton
- Fitting a defibrillator, Bankhead Flats
- Fitting a defibrillator, Broadacres House
- Tree planting, various locations
- Broadacres Charity Golf Day
- Wear it Pink Day, fundraising
- Time Capsule, working with young people
- Worlds Biggest Coffee Morning
- Jeans for Genes Day, fundraising
- Pretty Muddy, Broadacres Belles
- Starts at Home Day
- Knottobottom Way, improvements
- Gilling West opening
- Ashlands Road project - Great homes
- Rural Housing Week
- Foodbank Day
- Forget me not, knitting project
- Staff volunteering
- Beckfield opening
- Royal wedding celebrations

22


Celebrating 25 years

25 great things

As you may recall, this year we are celebrating the 25th birthday of Broadacres Housing Association.

And to celebrate Broadacres promised that colleagues would be joining in 25 activities throughout the year that make a difference to you and our communities, and these activities will help us to deliver great homes, in great places and great customer experiences.

To the left are some of the great things we've already completed and some of the activities we have planned for the rest of the year.

Are you prepared for winter?

Following the freezing conditions and snowfall this March, we have changed the way we manage our winter repairs service, and in particular heating breakdowns.

- We have reduced the number of boiler installations during winter so there are more staff available to fix heating repairs.
- Trades carrying out non-urgent work can be redeployed to help tenants with clearing frozen condensate pipes - the most common cause of heating breakdowns.
- Any non-urgent work (where appropriate) will be moved to make resources available to respond to emergency call outs.

Winter emergency appointments will now be arranged by our Contact Centre as soon as you contact us.

You will no longer be asked to wait in your home for 24 hours - a visit will be confirmed that same day or the following day.

We will communicate to our customers via social media and our website to keep you informed with any changes in our services, or offer advice due to extreme weather.



How you can prepare for winter?

- Make sure any exposed pipes and outdoor taps are insulated, especially if you use an outhouse as a utility room.
- Check you know how to turn off your water, gas and electricity.
- Arrange insurance to cover the contents in your home.
- Keep your heating on a low setting or a regular timer - this prevents pipes from freezing and condensation problems occurring.
- Keep pathways clear and safe.

If your pipes freeze:

- Turn off the stopcock and open all hot and cold taps.
- Warm the pipes with a hairdryer or wrap warm towels around them until the water starts to flow again. Do not use a direct flame on any frozen pipework.
- Turn water back on to check nothing is leaking.
- If problems persist, please contact us.

If your pipes burst:

- Turn off the water supply.
- Turn off electricity at the mains if water is near.
- Contact us.

Fire safety

As a registered social landlord, Broadacres takes its fire safety responsibilities very seriously and working with you, we are committed to ensuring you feel safe in their homes.

Over the last 12 months we have had a number fires in our properties, all of which were preventable. These included children playing with a lighter, overloaded electrics and a chip pan fire.

Most fires in the home can be prevented by taking some basic precautions. There is a section of our website - www.broadacres.org.uk/customer-area/looking-after-your-home/keeping-your-home-safe/fire-safety/ - dedicated to managing fire safety in your home and this includes how we, as your landlord, help to prevent fire in your home, for example by testing electrical wiring and fitting smoke alarms and heat detectors.

There's also advice on what you can do, such as keeping escape routes clear of obstructions and flammable items and ensuring you keep fire doors closed if you live in a scheme where they are fitted.

There are some things which Broadacres have specifically introduced recently which go above and beyond guidelines related to fire safety.

These include a policy which now involves an operative - whether they are a joiner, plumber or other tradesman - testing all smoke alarms when they are in a property as part of a routine appointment.

And when we receive a report that a smoke alarm is not working or is faulty, rather than treating this as a routine repair this is now escalated to become an emergency repair.

Please also remember that with Christmas approaching, there's an increased risk of fire due to faulty Christmas tree lights, decorations that are put up near lights or heaters and kitchen fires.

North Yorkshire Fire & Rescue Service is running a 12 days of Christmas campaign to help people protect their homes from fire during the festive period.

More information is available from www.northyorksfire.gov.uk/communitysafety/home-safety/12_days_of_christmas

Suzanne's story

Suzanne Raw and her daughter Leanne live in one of our homes in Swain Court, Northallerton.

In August this year, Suzanne was upstairs watching television and Leanne was in the kitchen when, in Suzanne's words there was a "BBQ smell".

Suzanne opened the cupboard under the stairs and was horrified to see fire and black smoke pouring out from an electrical socket.

She immediately phoned 999 and both her and Leanne got out of the house.

The fire brigade arrived within minutes but by then the fire had spread to the rest of the house. Suzanne and Leanne could only watch as their home and possessions burned.

After the fire had been extinguished and they were allowed back into the house, they discovered it been extensively damaged.

Suzanne says: "Everywhere was black; the kitchen, living room - we lost pretty much everything.



"Luckily I had home contents insurance so things like the furniture and appliances can be replaced, but apart from a picture of my parents which miraculously escaped damage, other personal possessions, such as letters and family heirlooms, were lost.

"It took days to process what had happened; we were lucky that our instinct made us leave the house immediately because if we had both been upstairs, the smoke spread so quickly I don't think we would have got out."

Suzanne and Leanne are now living in temporary accommodation whilst their home is being refurbished.

WIN AN APPLE IPAD!

To be in with a chance of winning one of three Apple iPads all you have to do is to download and register on our new smartphone app or register on the 'My Account' section of our website: www.broadacres.org.uk

Existing customers already registered on 'My Account' will be entered automatically.

One customer will be chosen at random each month in February 2019,

March 2019 and April 2019 to win a brand-new Apple iPad.

Watch out for more information on the Broadacres website: www.broadacres.org.uk and on our Facebook page: facebook.com/Broadacres/

Good luck!

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