

VIEWPOINT



THE BREAKFAST CLUB

FIND OUT WHY IT'S THE MOST IMPORTANT MEAL OF THE DAY FOR A LOCAL SCHOOL

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See the work we are doing to tackle fuel poverty in your region - **page 7**

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Last year we awarded grants totalling £12,000 to projects in your area - **page 16**

Aspiring to be the best

Hello and welcome to the summer edition of Viewpoint.

Firstly, we would like to thank everyone who took the time to complete and return our customer survey. We had a fantastic response and it's great that you think we are well above average when it comes to customer experience compared to other housing associations, but we need to do more if we want to be the best, so we will not be resting on our laurels.

We would encourage you to continue to tell us what you think, however big or small you feel the issue is, because your comments tell us what we need to get better at.

We're proud to be building new homes, but we also understand that improving your home is just as important and that's why we are pleased to have started work on the affordable warmth programme, which is resulting in hundreds of homes having more energy efficient heating systems installed. Alongside this, we are also buying privately owned homes on your estates which have been left in a state of disrepair and transforming them into energy efficient homes for affordable rent.

We are pleased to report that, after lots of hard work, we have received the Domestic Abuse Housing Alliance (DAHA) Accreditation, which is the national benchmark for how housing providers should respond to domestic abuse in the UK. We're also making great strides in becoming a dementia friendly organisation.

We both recently ran in the Northallerton 10k and it was great to be involved in an event in which so many of our customers (and colleagues) took part. We sponsored the medals which were handed out at the end of the run, so congratulations to everyone who completed it.

Finally there have been a few fires over the last few months, so we would like to end by asking you to be vigilant. There are fire safety tips on our website, please read them and stay safe in your home.

We wish you all a lovely summer.

Gail Teasdale and Colin Wilkie.

Charity of the year

An organisation which supports parents, carers and grandparents of children with additional needs in North Yorkshire has been named Broadacres' charity of the year.

Following nominations from colleagues, Parents and Carers of Special Children (POSCH), will be the charity we are supporting in 2019/20.

POSCH was set up in 2014 after a Broadacres resident moved to Bedale and noticed that despite there being two special needs schools in the town, there were no support groups for parents of children with additional needs.

POSCH has gone from strength to strength and became a registered charity in January 2018. It now supports 280 families across the area, with the help of only four volunteers.

We are now in the process of organising our fundraising events, which will include our annual golf day.

More information about POSCH is available at; <https://posch.org.uk/>



The most important meal...

A partnership between Broadacres and Greggs is providing breakfast for children who may miss out on 'the most important meal of the day'.

Despite only being set up a few months ago, the 'breakfast club' at Stokesley Primary Academy School it is already proving successful, with the school reporting better attendance and an improvement in concentration levels.

Research has found that pupils who have eaten breakfast are more punctual, concentrate better in class, and have more energy and enthusiasm, leading to improvements in learning and academic performance.

Head-teacher Scott McFarlane explained: "It's important for children to be well fed and hydrated before they start their school day.

"We've noticed a marked improvement in the attendance of children who use the breakfast club, and this has a knock-on effect of better behaviour and concentration levels.



Finley Gallagher, aged 9, said: "I enjoy coming to breakfast club; there's a good choice and we get the chance to play as well."

Emily Thomas, Broadacres' Community Involvement Manager, said: "We are pleased the breakfast club is going well. Along with Greggs Foundation, we support several clubs in the areas where we have homes and it's always good to hear about the positive outcomes schools are having."

All customers returning completed surveys are entered into a monthly prize draw to win £50.

Congratulations to the following winners:

November 2018:

Mrs Moseley - Northallerton

December 2018:

Mr Allan - Northallerton

January 2019:

Mr Harrison - Northallerton

February 2019:

Mr Stackhouse - Great Ayton

March 2019:

Mrs Dawson - Northallerton

April 2019:

Mrs Chambers - Morton on Swale

May 2019:

Mrs Rispin - Northallerton



25

GREAT THINGS WE DID IT!

Between April 2018 and April 2019 we celebrated the 25th birthday of Broadacres Housing Association.



To mark the occasion Broadacres promised that colleagues would be joining in 25 activities throughout the year that make a difference to our customers and our communities, helping us to deliver great homes, in great places and great customer experiences.

We are pleased to let you know that we reached our target and below are a few examples of the activities we completed:

- **Golf Day**

Our annual Golf Day raised a fantastic £4,000 for our charity of the year, Blood Bikes Cleveland and North Yorkshire.



- **Community improvements**

We worked with you, our customers, to carry out a number of improvements to spaces in our communities, including transforming a popular green space in Knotto Bottom Way, Northallerton, and tree planting at various locations.

- **Royal Wedding celebrations**

To mark the wedding of the Duke and Duchess of Cambridge, residents at our extra care schemes came to together with family and friends to hold themed parties.

- **Gilling West opening**

Our rural housing scheme near Richmond was officially opened by local MP Rishi Sunak. This is one of several schemes which provides affordable homes for local people.

- **Charity events**

We supported a range of charitable events, including

Jeans for Genes Day, Wear it Pink Day, Children in Need, Christmas Jumper Day and the World's Biggest Coffee Morning.

- **Digital competition**

We ran a competition for customers to win one of three iPad's for anyone who registered, or who had already registered, on the My Account section of the Broadacres website.

We would like to thank everyone who took part in the 25 activities and we hope you agree that they did make a difference to our customers and communities.



Landscaping

Local Monitors feedback

At Broadacres we have a team of customers called Local Monitors who feed back to us on the performance of our landscape contractors and general estate standards where they live.

Using this local information our contractors have undertaken a programme of improvements over the winter months including, the removal of old shrubs that are no longer in a manageable condition, the replacement of shrubs adjacent to parking bays with turf in order to create easier access for local residents and improve the look of the area.

Our Local Monitors are happy with these changes.

"Would you convey our thanks to the gardeners who have done a fantastic job of our front gardens. They told everyone what they were doing and were very helpful" Easingwold

"The area is looking very nice, a great improvement" Bedale



BEFORE



AFTER

If you would like to become a Local Monitor please,
email: customer.involvement@broadacres.org.uk

Or complete the form on our website by visiting
www.broadacres.org.uk/customer-area/getting-involved/ways-to-get-involved/local-monitors/

Or call: 01609 767900

Tell us what you think!

Do you have comments, ideas or suggestions about Broadacres services?

Could you share your feedback with Broadacres by email?

Our Customer Network is a group of Broadacres customers who respond to questions or surveys via email. This helps Broadacres to use your views to improve our services.

Everyone regularly completing our surveys will be entered into a prize draw for a chance to win £50 in shopping vouchers every 6 months.

If you would like to be involved, please email:
customer.involvement@broadacres.org.uk



Improving existing homes

We are pleased to have started work on an £860,000 scheme to tackle fuel poverty by installing new heating systems in hundreds of our homes.

Thanks to funding from the National Grid's 'Warm Homes Fund', we are installing gas central heating in 323 homes which are currently heated by more expensive-to-run storage heaters or solid fuel.

Work to install energy efficient boilers at 23 properties in Paradise Fields, Easingwold, was completed in May, with our team currently carrying out work on other homes in Easingwold.

Homes in Northallerton, Great Ayton, Richmond, Bedale, Thirsk and Scarborough, will also have their heating systems upgraded over the next two years.

The first couple to have a new central heating boiler and radiators installed are Alan and Patricia Longfellow.



They said: "We are getting a smart meter installed which will help us monitor our usage, but even after a few weeks the house already feels a lot warmer and hopefully our energy bills will be reduced."

Gail Teasdale, Broadacres' Chief Executive, said: "This is an important part of our affordable warmth strategy and we're delighted that work is underway and that our residents are already feeling the difference."

"They should soon start to see the difference when it comes to their heating bills too. Fuel poverty can have a devastating impact on people but through this scheme, and others we have in the pipeline, we aim to help as many of our residents as possible."

"Providing new, more efficient heating in 323 of our homes is fantastic, but I must stress that this is just the start and we will be exploring other ways of helping more residents struggling with fuel poverty."



Building new homes...

2019 looks set to be one of Broadacres' busiest years for development as we start work or complete various affordable housing schemes across North Yorkshire.

We recently received planning permission for 72 new homes which form part of one of North Yorkshire's largest-ever housing developments.

We are building 22 two-bedroom bungalows, 35 two-bedroom homes, 11 three-bedroom homes and 4 one-bedroom apartments in North Northallerton.

All the homes will be allocated via affordable rent to local people, or through shared ownership, providing opportunities to get a foot on the property ladder.

The total cost of the scheme is £11.8 million, which includes funding of £3.15 million from Homes England, the body which funds affordable housing in England.

At Carlton Minniott, near Thirsk, we will be building seven homes which will be either low cost home ownership or affordable rent. The site has a rural exception which means it would not normally be used for housing but Broadacres was able to demonstrate that building the new homes would address the needs of the local community and play a part in ensuring rural communities like



Carlton Minniott remain sustainable.

In the village of Thornton-le-Dale, near Pickering, we have 6 homes for affordable rent in a scheme known as 'The View'. The homes are part of a small select development of individually designed houses built to exacting standards. The View has been described as 'the most desirable scheme in North Yorkshire' so we are delighted to be part of it.

Another scheme where handovers have begun is at Helmsley where we are providing 18 new homes for affordable rent for people from the area. The one and two-bedroom homes are being built just off Swanland Road, close to the centre of Helmsley.

We have also received planning permission for 12 homes in Huby, near Easingwold. At this scheme

there will be 8 properties for affordable rent and 4 for shared ownership.

Various other affordable schemes will get underway, or be completed, during 2019 and we will continue to update you on the progress as we continue toward our mission to become the best rural housing provider in the country.



CUSTOMER SURVEY

THANK YOU!

We had an amazing response to our recent survey regarding your experience of Broadacres services.

The survey, carried out by an independent company, measured 26 aspects of customer experience including: customer effort, right first time, trust, reputation, channel usage and satisfaction, before measuring the results against other companies across the country, including those from the private sector.

These results act as a barometer of the state of customer satisfaction in the UK and gives Broadacres an indication of our performance in comparison.

Broadacres scored 77.2 for satisfaction compared to the UK all sector average of 77.7

This is a positive result for Broadacres and is a good indication that you, our customers, are generally happy with the experience we provide. But we can always do better.

This score is made up of 5 important customer priorities:

1 Experience:
Measures the quality of customers experiences and interactions with organisations

2 Complaints:
How organisations respond and deal with problems and complaints

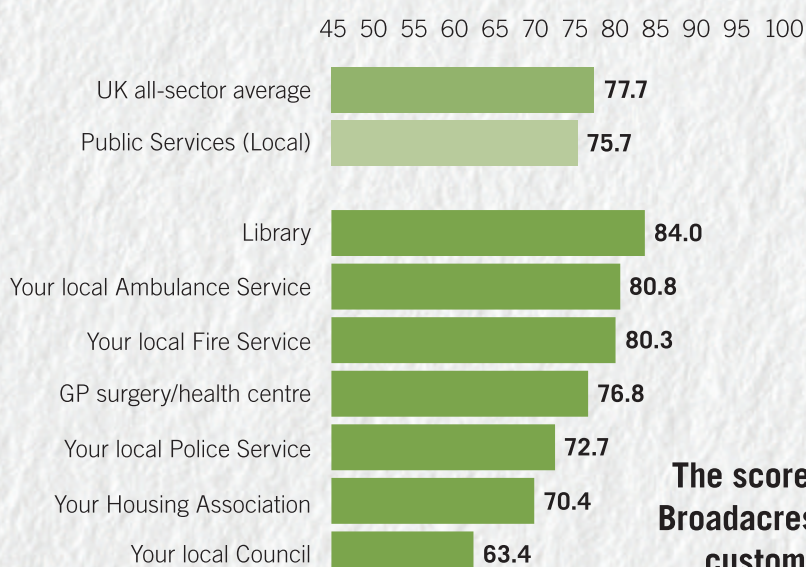
3 Ethos:
The extent to which customers perceive that organisations genuinely care about their customers

4 Emotional Connection:
The extent to which an organisation engenders feelings of trust and reassurance

5 Ethics:
Reputation, openness and transparency and the extent to which an organisation is deemed to do the right thing.

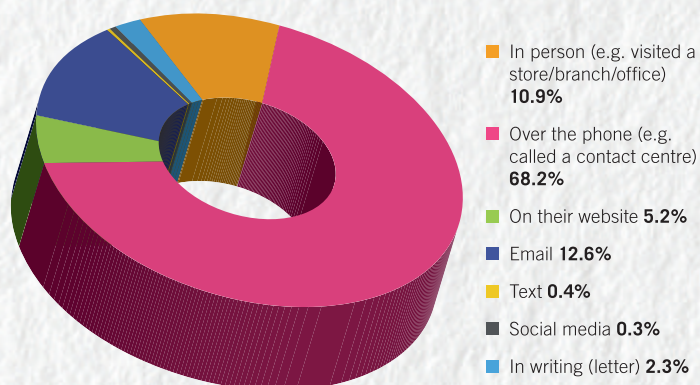
Over the following pages we show the full results of the survey.

UK Customer Satisfaction Index



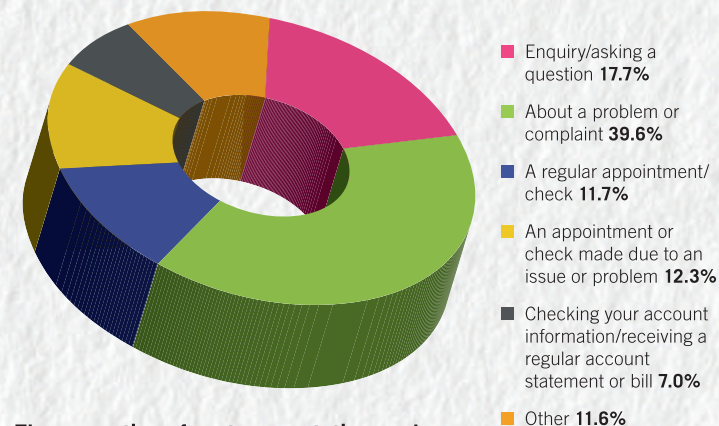
The score given to Broadacres by their customers: 77.2

Frequency of channel



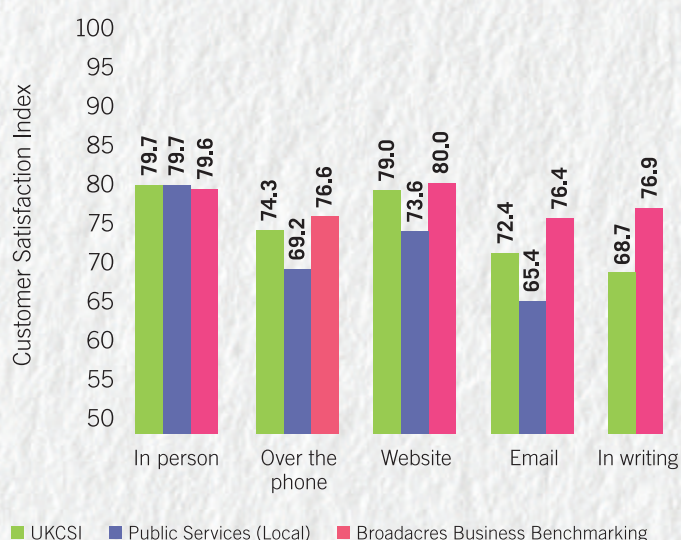
The proportion of customers using each channel for their interaction with Broadacres

Frequency of reason for contact

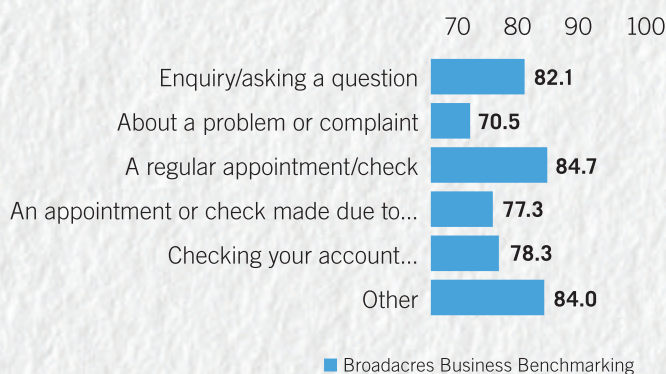


The proportion of customers stating each reason for contact with Broadacres

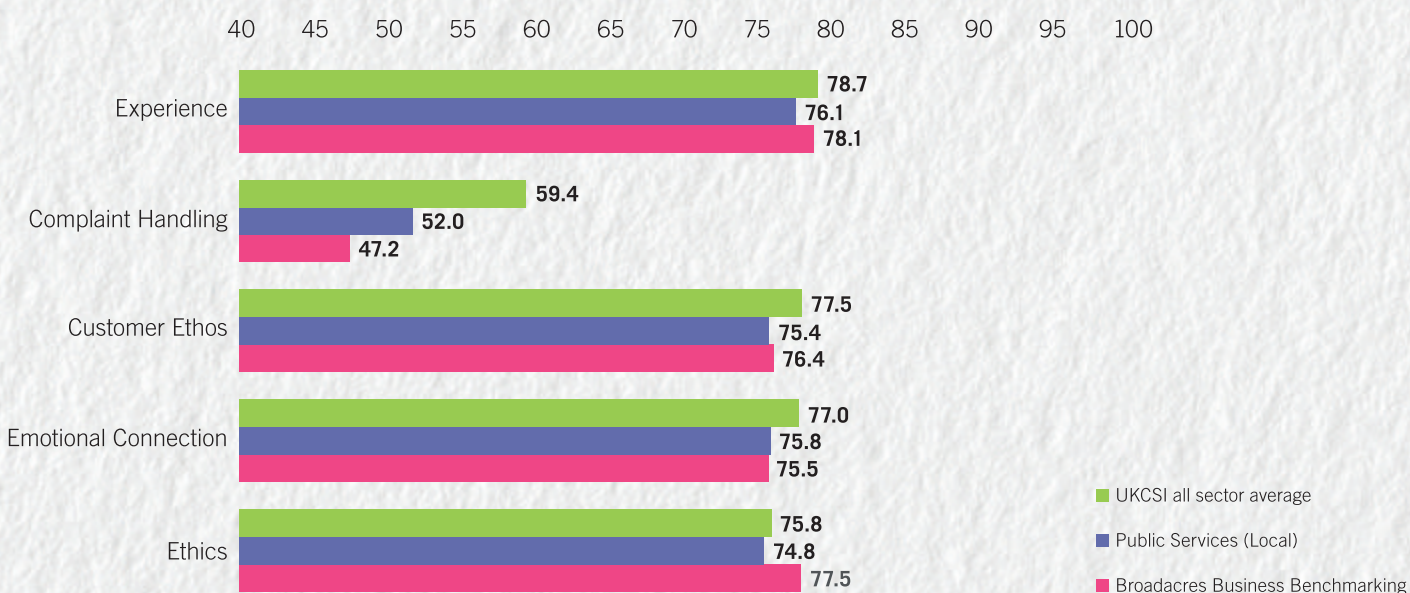
Satisfaction by channel



Satisfaction by reason for contact



Customer priorities





On the run

Around 1,000 people took part in the Northallerton 10k, with each runner receiving a medal sponsored by Broadacres.



This year's race, which was held on Sunday 26th May, was run by many of our customers and staff, including Chief Executive Gail Teasdale and Chairman of the Broadacres Board Colin Wilkie.

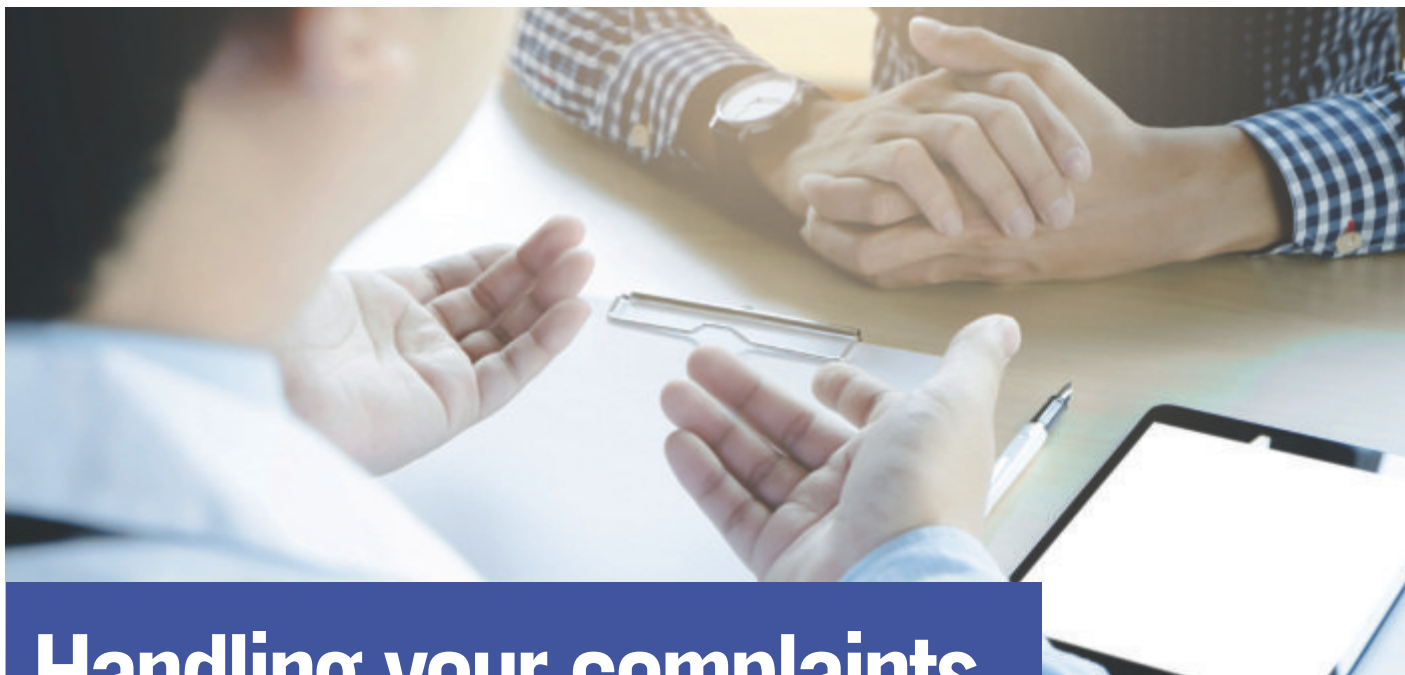
All entrance fees and monies raised from the event will go towards the Pendragon Community Trust, supporting its multi-sensory centre based in Northallerton.

The specialist centre provides a wonderful range of sensory experiences as well as therapeutic and developmental opportunities.

Gail said: "We were delighted to sponsor the medals for such a great event as the Northallerton 10K.

"It was fantastic to see colleagues and customers taking part and importantly helping to raise money for such a worthwhile, local charity."





Handling your complaints

Last year we received over 60 formal complaints and dealt with many expressions of dissatisfaction.

As part of the UKCSI survey, some customers told us that when reporting a problem or making a complaint they felt let down by the way we responded and the speed in which we handled issues.

Resolving complaints is really important to us, and we want you to feel confident that we will listen and put things right when you make a complaint or express dissatisfaction.

Following this feedback, we are reviewing the way we respond to complaints. As part of this review we have;

- Held 2 customer workshops where customers talked about their experience and helped us look at complaints through their eyes.
- Held a workshop to understand how colleagues feel when responding to complaints; and
- Surveyed and spoken to customers about how we can improve our process and offer a more personal approach.

After analysing our most recent complaints we have identified three main themes and are now working hard to improve the issues raised. The most important thing for us to do is to learn from the complaints we receive and not repeat our mistakes.

The themes are;

Reliability

We sometimes cancel appointments at short notice, which causes inconvenience to our customers. We are looking at ways of preventing this as much as possible, but if cancellation cannot be avoided how we can give you ample notice.

Quality of service

We sometimes need several visits to deal with the same repair/issue but colleagues can be unaware of previous visits. Although it's not always possible to diagnose an issue on the first visit we want to reduce this by improving the information available to our repair teams.

Availability

We do not always take our customers personal circumstances into account when responding to requests. We are looking at ways of offering a more flexible service and more convenient appointment slots.

If you would like to talk to us about something you're not happy about or have suggestions for improvements, please contact us. We welcome your complaints as learning opportunities to improve our services.

You can make a complaint by:

Visiting our website: <https://www.broadacres.org.uk/about-us/how-are-we-performing/feedback/>

Email: info@broadacres.org.uk Telephone: 01609 767900 Facebook: <https://www.facebook.com/Broadacres/>



Making contact

Emma McCue and Conrad Lee are the newest members of the team who answer your enquiries in the Customer Contact Centre. In this article we find out what an average day in the life of a Contact Centre Advisor looks like.

We both started at Broadacres around the same time and joined from the customer contact centre at EE in Darlington, so we already had lots of customer service experience.

One of the biggest differences between EE and Broadacres is we were not immediately thrown into handling enquiries; instead we met lots of people and learned things about the Association. This included spending time with the Housing Officers, the Choice Based Lettings team, surveyors and planners.

This was very useful because we got to see what they do and therefore when customers contact us, we have a much better understanding of the different issues.

We work on a shift basis, Monday to Friday, either 8am to 2pm, 8am to 4.30pm or 9pm to 6pm, as part of a team of 9.

In an average day we can field up to 50 calls, with email enquiries on top and we also work on a rota covering reception, which means we have face-to-face contact with customers too.

The enquiries we receive can range from taking rent payments and booking repairs, through to helping people with Choice Based Lettings and providing a range of general information.

The vast majority of the customers who contact us are nice and friendly, but there are times when people can be rude, however it's important to stay calm and not to react as rudeness is often due to the stress our customers are under; because you always need to be ready for your next call.

We've only been here a short time, but we already feel part of the organisation and we have met and spoken to so many nice people.

We feel valued and you are not just a number here. The fact that Gail, the Broadacres' Chief Executive, both knew our names on our first day, tells you everything.

This helps us, and the rest of the team, to deliver a great customer experience.

Public art unveiled

A striking new piece of public art has been unveiled as part of a project close to where Broadacres has homes.

A sculpture known as 'Spiral Time - Sowerby Clock' has been sited on the roundabout on Topcliffe Road, Sowerby, near Thirsk (by Aldi and Premier Inn). It is the latest addition to the growing collection of public art at the mixed-use development known as Sowerby Gateway.

The steel sculpture was designed by Kate Maddison of Chrysalis Arts and made by renowned blacksmith Brian Russell and his team at Little Newsham Forge. It was commissioned by

Broadacres with support from Arts Council England and in partnership with Hambleton District Council.

Broadacres received funding of £58,250 from Arts Council England and invested a further £95,000 in the project, which also involved Thirsk-based Rural Arts and has the backing of Sowerby Parish Council.

As well as the new sculpture, already in place is a 6.5-foot high acorn sculpture, created by

sculptor Hilary Cartmel, and four carved boulder stones by local community carvers led by Michael Disley, again reflecting local heritage and the sustainability theme of the project.

Steel and bronze way-marker posts made by the same artist and blacksmith team have also been installed throughout the development aimed at 'signposting' the pedestrian routes through Sowerby Gateway.





Tenants and leaseholders please remember it is your responsibility to insure your furniture, belongings and personal possessions.

These include your carpets, curtains, clothes, bedding, and electrical items. And don't forget your jewellery, pictures and ornaments.

WHAT DOES HOMES CONTENTS INSURANCE COVER?

fire damage * theft * storm and flood damage * damage caused by water or oil leaks

OTHER THINGS COVERED AS STANDARD:

- Lost or stolen keys
- The contents of your freezer if it broke down
- The damage caused by a leaking washing machine or a burst pipe
- The contents of sheds and garages are included
- Students possessions living away from home
- Tenants responsibility
- Optional extensions are available

Limits and exclusions apply, a full policy wording is available on request.

For further information telephone **My Home Insurance Scheme** on **0345 450 7288**
or visit: **www.thistlemyhome.co.uk**

The National Housing Federation My Home Contents Insurance Scheme is a product name arranged and administered on behalf of the National Housing Federation by Thistle Tenant Risks a trading style of Thistle Insurance Services Limited. Thistle Insurance Services Limited is authorised and regulated by the Financial Conduct Authority FRN 310419. Lloyd's Broker. Registered in England under No. 00338645. Registered office: Rossington's Business Park, West Carr Road, Retford, Nottinghamshire, DN22 7SW. The National Housing Federation is an Appointed Representative of Thistle Insurance Services Limited.



Local charity takes over the Furniture Store

Broadacres will no longer be running the Richmond and Hambleton Furniture Store. Instead, local charity FRADE, will be opening a new store and are actively seeking premises in Northallerton.

FRADE Chief Executive Christine Garcia said: "We are excited for the opportunity to support Richmond and Hambleton with its furniture needs and looking forward to becoming part of the vibrant and enthusiastic communities in the local area. We rely on the goodwill of the people that we serve, and we know we can count on Northallerton and surrounding area to welcome FRADE into its community."

FRADE accepts donations of furniture which is refurbished and sold at low prices. Its aim is to divert unnecessary waste away from landfill whilst helping volunteers gain experience and

new skills so that they can enter the job market.

Chris Fawcett, Broadacres' Business Transformation Director, said: "We are pleased to be handing over the furniture store to a specialist local charity who will be able to take the service to a whole new level, with Broadacres' customers and the local community in general continuing to benefit."

Until a location is identified in Northallerton, people living in Richmondshire or Hambleton can buy quality used furniture from one of the existing stores or via www.fradestore.co.uk

Beware of bogus callers

Following some reports of 'bogus' callers pretending to be from local organisations please make sure you follow the 3 simple steps below:

If someone from Broadacres calls at your home:

- 1 Always ask to see an ID badge, someone from Broadacres will always carry one
- 2 Never hand over cash for repairs. Broadacres employees will never ask you to do this
- 3 If you have any doubts, please call 01609 767900.



Community funding

Providing training equipment for junior cricketers, running memory courses for older people and supporting a couple in their plan to build an adult care centre on a farm are just a few examples of how our Community Development Fund has supported local projects in the last 12 months.

The Fund awards grants of up to £500 to assist community-based projects in areas where Broadacres has homes.

Among the 28 projects that received funding are:

- JPC Community Farm
- Herriot Hospice Homecare
- Brompton Recreation Group
- Dementia Forward
- Hollyrood House
- Memories Matter
- Richmondshire Cricket Club
- Colburn Hub and Cafe

Gill Davies, Broadacres' Community Involvement Officer, said: "All the applications we receive are discussed and awarded by a panel of your own residents and we are pleased to have been able to support so many local

organisations and charities in 2018/19.

"Whether it's supporting local sports teams, charities or community-based services, the grants allocated were very varied, and from the feedback

we received, we know it makes such a difference.

"All we ask is that the projects promote or deliver activities which directly benefit your local communities."

Broadacres is now accepting applications for the 2019/20 funding year.

For full information on the application process visit; www.broadacres.org.uk/customer-area/getting-involved/community-development-fund



Sharing your data

Broadacres knows your privacy matters. As part of our responsibilities in collecting and using your data, we need to let you know when we intend to share your data with others.

One of the ways in which we do share information about you is through CORE - this is the "Continuous Recording of Social Housing Lettings and Sales". Under CORE, we share data about our tenancies

with a Government Department - the Ministry of Housing, Communities and Local Government (MHCLG). This data is used only for research and statistical purposes.

For more information please visit: www.gov.uk/government/collections/rents-lettings-and-tenancies



Performance and Improvement Panel update

The Performance and Improvement Panel (PIP) has recently reviewed the customer experience of those who have air source heat pump systems installed in their homes.

Suggested improvements include:

- Improved information, advice and communication for customers
- Offering all customers a decorating pack or financial contribution towards their decorating costs
- Replacing older windows and doors so customers can get the maximum benefit from their new heating system: and

- Considering modern storage heaters as an alternative to air source heat pump systems for one-bedroom bungalows, where space can be limited

In April this year the PIP welcomed a new group member, Dave Evans from Stokesley, who said “I was a career soldier for many years and retired as a warrant officer first class. When I found out about the PIP I thought what a fabulous opportunity to utilise my skills and help others.”

If you have some time to spare whether it be a little or a lot and would like to join in with any of a range of customer involvement activities you can find out more on our website: www.broadacres.org.uk/customer-area/getting-involved/

Email: customer.involvement@broadacres.org.uk

Telephone: Gill / Emily
01609 767900.

Refuge fundraising

A week long fundraising effort in aid of Broadacres women's refuge has been hailed a success.

For the second year running, staff at Santander Bank in Northallerton High Street marked International Women's Day (on 8th March) by selling cup-cakes and raffle tickets to win prizes which included an Easter egg hamper and beauty products and toiletries.

This year, however, the fundraising went on for a full week, meaning even more money was raised, with Santander providing match-funding.

The money was used to put on Easter-related activities at the refuge, which provides accommodation, safety and security for families who have escaped domestic abuse.



Michaela Thomas, Refuge Co-ordinator, said: "We were so grateful when Santander raised money for us last year, so when they said they wanted to do it again as part of International Women's Day, we were thrilled.

"My colleague Maureen and I spent time in the branch meeting

customers, thanking them for their kind support and telling them more about the work we do at the refuge.

"We are delighted with the amount raised and would like to thank Santander for their continued support. The money ensured our mums and children had a lovely Easter."

Responding to domestic abuse

Broadacres has become the first housing association in Yorkshire, and only the 10th in the country to achieve a Domestic Abuse Housing Alliance (DAHA) accreditation.

This is the UK benchmark for how housing providers should respond to domestic abuse in the UK and is part of the Government's "Ending Violence against Women and Girls Strategy".

It has taken 18 months of hard work to achieve the award including staff volunteering to be workplace champions and housing officers receiving legal training to enhance our response and service to customers suffering domestic abuse.

All Broadacres staff are now more aware, confident and proactive when dealing with domestic abuse and this has led to some

front-line staff helping customers who needed support and advice on how to break the cycle of domestic abuse.

Kelly Henderson, co-founder of DAHA, commented: "We are delighted that Broadacres have achieved the DAHA accreditation. We worked with them to develop an improvement plan and from day one their drive and commitment was inspiring."

Asbestos - the facts

Broadacres takes the issue of asbestos very seriously.

What is asbestos?

Asbestos is a naturally occurring mineral which can be found in rocks all over the world.

Asbestos fibres are strong and flexible with excellent fire proofing and insulating qualities and were commonly added to building materials between the 1930s and the late 1990s. Almost all buildings constructed or altered during this period are likely to contain asbestos.

Why is asbestos dangerous?

Generally, asbestos is only a risk if you disturb it, damage it or cause fibres to be released into the air. The greatest risk arises when asbestos is sawn, drilled, sanded or scrubbed. During these activities asbestos fibres released cannot be seen with the naked eye. If the

asbestos is in good condition and in a position where it is not going to be disturbed or damaged, it is often safer to leave it where it is.

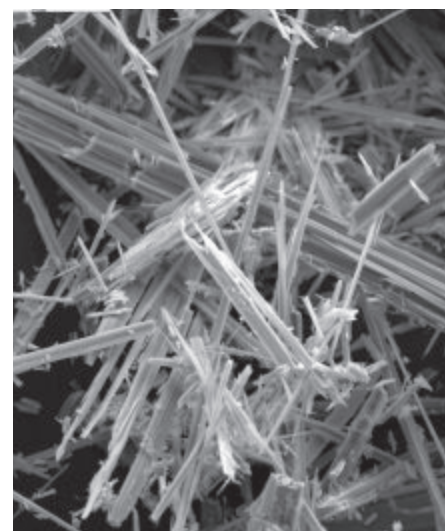
Where could asbestos be found in my home?

Asbestos may be found in roofs, claddings, soffits, windowsills, bath panels, wall panels, chimneys/flues, water tanks, floor tiles and textured coatings such as Artex.

What are we doing about it?

We will survey properties to identify any asbestos present when they become empty or prior to undertaking any planned maintenance. Generally, if the asbestos is in good condition and is not likely to be disturbed or damaged, then it is best left in place. These actions are in line with the current guidelines from the Health and Safety Executive.

Remember, there is no safe level of exposure to asbestos, so you should not attempt to saw, drill or sand any walls, ceilings or floors in your home without first contacting Broadacres, and you must also get our written permission before you carry out any improvements or alterations to your home.



Dementia Action Week



We had a sing-a-long to mark the end of activities supporting Dementia Action Week at our Rivendale extra care scheme in Northallerton.

Residents and their families joined us to sing some classic songs from years gone by, including 'Maybe it's because I'm a Londoner' and 'We'll Meet Again'.

This followed other activities held during the week, including a coffee morning and a reminiscence session run by Rivendale Manager Judy Beardsmore which involved looking at old ration books and ID cards.

Children from the local nursery school also came into the scheme to sing and chat with the residents.

The sing-a-long brought the week's activities to a close and after exercising their vocal chords, everyone enjoyed a lovely ice cream tea.

iPad Competition Winners

Following an update to the 'My Account' section of our website we offered three customers the chance to win an Apple iPad. We randomly chose one customer in February, March and April who were registered on 'My Account', and the winners were:

Mr Gatenby
from Great Ayton

Mrs Rutherford
from Romanby

Ms Berney
from Brough St Giles

Congratulations to all.

'My Account' is available 24 hours a day, seven days a week and allows Broadacres customers 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....

<https://customer.broadacres.org.uk/Login>



CONTACTS

Freepost RRBZ-TATA-BYHL
Broadacres Housing Association
Broadacres House
Mount View
Standard Way
NORTHALLERTON
North Yorkshire
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