

VIEWPOINT

CHIPPING IN FOR CHARITY

**PROUD TO SUPPORT
PARENTS OF CHILDREN
WITH ADDITIONAL NEEDS
IN OUR AREA - PAGE 16**

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WARMER HOMES

See what we've been doing to invest in affordable warmth - **page 4**

FIRE SAFETY

Follow our tips to ensure your stay in your home this Christmas - **page 7**

SUPPORTED HOUSING

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NEWS ROUND-UP

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Safe, secure and warm

Welcome to the latest edition of Viewpoint. We know from what you have said that being safe, secure and warm in your home is so important and no more so than in Winter so here's a summary of what have we done or about to do:

Great homes

- Affordable warmth programme - well over 100 homes now have new energy efficient heating systems and better insulation that will make them warmer and cheaper to run.
- This year we have carried out work on hundreds of homes to improve their energy efficiency. Of these, 186 homes had an energy rating of D, E or F before work and now have an energy rating of C or above. This energy rating is similar to what you see when you are buying a new fridge or other household appliance. An energy rating of C or above indicates that the home is well insulated with an efficient heating system. This will continue to be our focus next year.
- 20 homes have been bought from private owners and will be upgraded before letting them to local people.
- Improving our repairs service remains a priority and there's more detail on page 6.
- Building new affordable homes continues with several schemes completing recently and many others now underway.

Great customer experiences

- Learning from your feedback on repairs and all our other services is always welcome good or bad. The team put lots of effort into learning from your comments. We would like to thank you for the compliments you send, some of which have been included in this edition. We can assure you they mean a lot to the teams.



- Advising on how to save money, see page 5.
- Investing in supported living services which help get people get their lives back on track, see page 11.

Great places

- Supporting community projects.
- Supporting youth clubs.
- Supporting our local charity of the year - POCSH.

With Christmas approaching we want you to stay safe and warm over the festive period, so please take time to read our fire safety and winter preparation tips.

Finally have a lovely Christmas and we will see you in 2020, a new decade!

Gail Teasdale and Colin Wilkie

Involving Customers

We need your help!

Broadacres is an organisation that is driven by our customer's needs. We are currently developing a new 'Customer Involvement Strategy' to meet future challenges and reflect your needs, this is a key part of our corporate strategy and we need your views to help us.

Over the last few months we staged a series of workshops that sought the views of colleagues and those customers already involved, resulting in new ideas about how we can improve.

However, for our new strategy to really be the best it can be, we need to hear many more customers views. We would be very grateful if you would complete and return the short questionnaire enclosed within this edition of Viewpoint.



If you have access to the internet you can also complete the questionnaire online at:
<https://forms.office.com/Pages/ResponsePage.aspx?id=cXYRTR-2vUGDYiU6Cn13qbxT54kogcx>



Together with Tenants

Following consultation with housing associations, residents and stakeholders, the National Housing Federation (NHF) published a 'Together with Tenants' Charter and Plan in July 2019.

'Together with Tenants' is an initiative that aims to strengthen the relationship between housing associations and their residents.

The commitments of the charter cover 6 topics:

1. Relationships
2. Communication

3. Voice and influence

4. Accountability

5. Quality

6. When things go wrong

We would really like to know how you, our customers, think Broadacres meet the six commitments of the charter.

With this in mind, we would appreciate it if you could spare a few minutes to complete a short questionnaire. If you would like to receive a paper copy in the post, please call: 01609 767900 or email info@broadacres.org.uk



You can also fill in the survey online at: www.broadacres.org.uk/about-us/how-are-we-performing/feedback/surveys/

The closing date for completing the questionnaire is 24th January 2020.

If you would like to find out more about 'Together with Tenants', information can be found on the NHF website at: www.housing.org.uk/topics/together-with-tenants/



Making your homes warmer

We continue to invest in affordable warmth in your homes, and this year we have installed 124 gas central heating systems using funding from National Grid's Warm Homes Fund.

This is a fund designed to help more than four million homes across the country who struggle to pay for heating and are relying on expensive or inefficient systems. In addition 17 homes have had gas infrastructure installed and are now awaiting their new heating system.

We expect to complete 175 gas central heating installations in this financial year.

We have also installed 12 air source heat pumps and we will complete a total of 75 installations this financial year. In Easingwold we are currently removing un-insulated wall panels

and replacing them with an insulated render.

During the process we are also making improvements to the fabric of homes, including topping up loft insulation and improving window and door insulation.

This is what you have told us about the work:

"I'm much more comfortable now, much better than storage heaters, my home was often cold by the evening."

"The heating is absolutely fantastic, previously the home wasn't warm enough when I was poorly or had a bad day with my health. Now it seems so much better and I'm saving money on my heating bills as well."

"The heating is a blessing compared to storage heaters. It seems to be preventing condensation."

"It's lovely to have instant heat and a warm house."



BEFORE



AFTER

Top tips to help you save money on your energy bill:

- Contact your energy supplier: Ask if they have a cheaper tariff. Also ask about the Warm Home Discount, Cold Weather Payments and if you're getting the grants you're entitled to
- Pay by monthly direct debit and save around £75 a year
- If you have both gas and electricity at your home, choose a dual fuel tariff to get a discount
- Ask about an internet tariff, it will usually save you around 10%
- If you have a pre-payment meter save money by switching suppliers
- Take meter readings regularly to avoid estimated bills
- Set your heating to come on only when you need it. Contact Broadacres if you need advice on how to do this
- Keep doors and windows closed when the heating is on
- Close curtains as it gets dark outside and make sure that they don't hang in front of radiators



- Wash your laundry at 30°C. Modern detergents wash well even at low temperatures
- Tumble dryers use lots of electricity, dry your washing outside if the weather's fine, or inside on a clothes airer, but not on the radiators. This could save £57 a year
- Use energy efficient light bulbs and switch off lights when they're not needed. This could save you £3 a year for each bulb, and savings can really add up
- Turn appliances off standby and save between £45 and £80 a year; and
- Make sure your washing machine is full before switching it on.

Save money by switching gas & electricity suppliers

If you have never previously switched your gas or electricity supplier, or haven't switched for a few years, you will almost certainly save money by switching, this could add up to more than £200 a year.

There are lots of switching services available, but Broadacres recommends using My Home Energy Switch, which is a service from the National Housing Federation specifically for social housing tenants. Telephone: 0800 0014 706 Website: <http://nhf.sbmswitch.co.uk/>

If you need advice on how to do this, please contact Broadacres.



Repairs Update

Our Property Services Team strive continuously to ensure we meet your expectations when it comes to carrying out work on your homes. Here's a summary of what they have been doing to further improve the service.

Re-writing the repairs policy:

The newly formed Customer Liaison Group will review the current repairs policy, particularly in relation to matching our repair priorities and our target repair turnaround times to the needs of our customers.

Customer survey

We sought further feedback from our Customer Network via an online survey to help establish if

our current repairs offer meets the customer needs.

90% of respondents advised that they were happy with our turnaround times and the repairs service in general. However, the following issues were identified as requiring improvements:

- Text and email confirmations of appointments
- 100% of operatives to call on route
- ID badges always worn and formal introductions on arrival
- Tighter timescales for appointments, 8am appointment slots when requested.

We have therefore:

- Reinforced 'call on route 100% of the time' and the need for ID badges and required introductions with operatives at toolbox talks.

- We're reviewing the priority and appointment choices as part of the repair policy review.

Complaints review

We have recently overhauled the way we manage complaints within Property Services to ensure that all complaints are dealt with by the correct manager from each area of the service.

We've introduced a new role of a 'Customer Experience Manager' for repairs to ensure we offer a consistent approach to our handling of complaints.

Through complaints we have identified that a large proportion of complaints in Property Services relate to where we have not managed to fix a repair at the first attempt. We have now introduced reports which flag up repeat visits at an earlier stage to enable us to address issues prior to failure.



Making your homes safer

‘To be the best rural housing association in the country’ is an ambitious vision, one that has been taken to heart by the Broadacres Property Services team, and maintaining the highest standards of health and safety is a key part of delivering this vision.

Colleagues from the Property Services Team have recently undertaken training which now means we can maintain and install both fire doors and firestopping work using our own internal workforce. This ensures we meet our legal obligations, but more importantly, this also makes your home safer.

Led by Compliance Officer Elaine Walters, with the support of Team Leaders Paul Dobbing, Simon Davis and Colin Burn, Broadacres carried out their first fire door installation in November 2019.



Fire safety - keep yourself safe!

Over the last 12 months some residents have suffered from preventable fires caused by various household items such as a candle left unattended, a toaster, a tumble dryer and an overloaded extension cable.

This led to customers losing furniture, clothes and sadly family pets. Some homes have been totally gutted and customers have lost everything.

Most fires in the home can be prevented by taking some basic precautions:

- Don't leave cooking food unattended
- Keep oven gloves, dish towels etc. away from heat sources in the kitchen
- When emptying ashtrays always ensure cigarettes are fully extinguished
- Avoid using extension leads or multi-socket adaptors
- Never plug one extension lead or multi-socket adaptor into another
- Do not use electrical appliances with frayed cords or loose plugs
- Do not run electrical wires under rugs or heavy furniture
- Keep lighted candles in a sturdy holder on a level surface, away from combustible materials and out of the reach of children or pets
- Blow candles out before leaving the room; and
- Do not store flammable liquids near a heating source

You can find out more by visiting our website: www.broadacres.org.uk/customer-area/looking-after-your-home/keeping-your-home-safe/fire-safety/

North Yorkshire Fire & Rescue Service will carry out a home fire safety visit to your home, completely free of charge. The visit involves giving advice on fire safety in the home, actions you can take to reduce the risk of fire and safe escape routes should a fire occur. Please visit: www.northyorksfire.gov.uk/communitysafety/fire-safety-visit

Are you prepared for winter?



Recent winters have seen some severe cold weather including heavy snow, high winds and torrential rain leading to flooding in some areas. Below are some tips to help you prepare for the long winter months.

Get your flu jab: For young children and older people with chronic health conditions, flu can be very serious. The annual flu vaccination is offered free to people who are most at risk from the effects of flu. Ask your GP or Pharmacist.

Check your heating: Your home should be heated to at least 18 °C, particularly if you are over 65 or have health conditions. The cold thickens blood, increases blood pressure and breathing in cold air can increase the risk of chest infections.

Make sure you're insured: Sometimes no amount of planning and preparation can prevent the weather damaging your property. Contents insurance offers peace of mind. If you need home contents insurance, you can find out more by visiting: <https://www.broadacres.org.uk/customer-area/looking-after-your-home/home-contents-insurance/> or calling: 0345 450 7288.

Know what to do in a powercut: It's now really simple to get in touch with your Electricity Distribution Network Operator - just call 105.

Prepare your home for winter:

- Make sure exposed pipes and outdoor taps are insulated

- Find out how to turn off your water, gas and electricity
- Keep your heating on a low setting or a regular timer to prevent pipes from freezing and condensation occurring
- Keep pathways clear.

If your pipes freeze:

- Turn off the stopcock and open all hot and cold taps
- Warm the frozen 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 the water back on and check for leaks
- If problems continue, please contact Broadacres.

If your pipes burst:

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

Strong winds: Remember that guttering, pipes, roof tiles/slates, garden items, trees and branches



can all become dangerous during high winds. If you can:

- Check your roof for loose tiles or slates
- Remove dead branches from trees
- Clear your guttering
- Clear away toys and garden furniture

If you think your home is at risk of flooding: Sign up for free flood warnings direct to your mobile, home phone, or email by visiting: <https://floodsdestroy.campaign.gov.uk/>

To keep yourself and your family safe:

- Prepare a bag that includes medicines and insurance documents
- Turn off gas, water and electricity
- Move things upstairs for safety, especially important documents
- Move family, pets and your car to safety
- Call 999 if you're in immediate danger
- Follow the advice of emergency services.

For your car:

- Top up your anti-freeze screen wash
- Check your tyres
- Get a winter kit for your car: ice scraper, de-icer, jump leads, shovel, blanket, torch. Keep them in your car!

Great homes to live in

We're continuing to make great strides in providing more affordable housing across North Yorkshire.

One of the innovative ways we are doing this is through buying back privately-owned properties and carrying out upgrades before letting them to local people.

This 'purchase and repair' scheme has already resulted in nine properties being converted into affordable housing, with a further 12 currently in the process of being refurbished. This is happening in areas such as Northallerton, Stokesley and Bedale and

represents a total investment of £3.5 million, which includes grant funding of £838,000 from Homes England.

We've also completed, or are close to completing, several new affordable housing schemes across our area. In Thirsk, we have converted a former office building in the centre of town and provided a stunning new development of 6 homes (pictured below).



In November, we took final handovers at Helmsley, where 18 affordable homes for rent are being allocated to people with a local connection and early in 2020 we will be completing on a major, 56-home scheme in Malton, with properties being provided for affordable rent or sale through shared ownership.

There are also various schemes either underway, or in the pipeline. In the village of West Witton, near Leyburn, we are building six two and three-bedroom homes for discounted sale and 2 for affordable rent. This is our first development in the Yorkshire Dales National Park since 2008.

In Carlton Miniott, near Thirsk, we have been granted a rural exception to build seven homes in a field in the centre of the village, with these properties also being allocated via discount for sale or affordable rent.

We have submitted a planning application to Hambleton District Council to create a new, 59-home extra care scheme in Bedale. This will provide homes for older people, enabling them to remain independent, but with on-site support if needed

Various other affordable schemes will get underway, or be completed, throughout 2020 and we will continue to update you on our progress.

Compliments:

Thank You!

In the last edition of Viewpoint, we focused on complaints, and improving our response to them.

In this edition, we would like to thank everyone who has sent in a compliment for our services and hard-working colleagues who often go above and beyond their duties to help you, our customers.

These compliments help us to see what we get right and improve our services.

Below are some of the many compliments we've received over that last few months:

"I have never received such a good service and those on the phone were 'absolutely first class'. It was 'absolutely brilliant'."

"Very polite, he took off his shoes when he entered, he did an 'excellent job' and was very clean and tidy."

"Broadacres are little stars and look after me so well, they never disappoint. You are absolutely fantastic and deserve a gold star."

"Can I just say, what a magnificent job you've done, it's blown me away, just fantastic!"

"My you ARE efficient! And your company! A joy to deal with!"

"Thanks to Broadacres staff who visit my home and treat me with respect and understanding, the customer care is amazing."



Mental Health supported housing

We're pleased to be providing a new supported housing service for people with mental health issues in the Scarborough area.

We are delivering this service to people living in six flats in the centre of town.

Like our other mental health supported housing schemes in Leyburn and Northallerton, a multi-agency approach is used to deliver short-term (up to 2 years), support services with Broadacres staff working closely with the Community Mental Health Team, Consultants, General Practitioners and other support providers.

During the time with us, we will support our customers to manage



their tenancies, with help and advice being given in areas such as financial planning and budgeting, personal administration and health and well-being. The ultimate goal is

for the six people to be allocated their own homes in the community in the future.

Introducing Liz and Sarah

As part of the new contract, Broadacres has taken on two new members of staff, Liz Gosnold and Sarah Carney-Anderson to work in Scarborough.

Sarah previously worked with ex-offenders suffering mental ill health, helping people back into work or volunteering opportunities.

Liz (pictured) has been a psychiatric nurse for over 30 years and has experience of

being a support worker and running a drop-in for people with mental ill health.

Sarah said: "We hope to provide a great support service for our customers, something that is person centred. The aim is to use our expertise to provide services that our customers need, and to equip our customers with the skills and support they need to live more independently."

Liz said: "There's still a stigma attached to mental ill health and

some community members really struggle to deal with it, but I like fighting for the underdog. We just treat our customers the same as anyone else, after all they're just people like you and me."



Helping the homeless

Broadacres runs a service in Northallerton called The Crossing which provides accommodation and support for young homeless people. Here is a story on one of the current residents.



Kevin

The relationship between me and my Mum broke down and I needed to move out.

I stayed with friends, but it became quite stressful for them and I never stayed more than a couple of days. I didn't know where I would be staying from one day to the next.

I suffer from anxiety, and work became a safe place for me, it was the only place in the world I could go, and sometimes it would take me lots of attempts to leave the building.

Being at work and not knowing where I was sleeping that night

was tough, seeing people going home became really upsetting so it became easier just to stay at work and I started to sleep there, just at the table in the canteen.

People at work began to notice that I hadn't taken a shower or washed my clothes.

I tried to rotate my clothes to keep them fresh, but it's hard when you don't have anywhere to wash them or store them. The negative comments were difficult to listen to, it was quite upsetting, even though they were coming from a caring place.

I didn't realise how hard being homeless would be or how much it would affect me.

My manager helped me and let me take a shower and wash my clothes at her home, she was amazing. It sounds a bit daft but taking that first shower was the best thing in my life at that time. You take these things for granted, most people just have access to these things and don't think how important they are, sometimes I only got the chance to wash once a week.

I was trying my best but keeping down a full-time job when you're homeless is really, really difficult. Knowing people cared helped.

Work eventually told me that I couldn't stay there anymore, so sometimes I just stayed outside, sometimes at friends near to work.

I got a place in a night shelter, which gave me a bed for the night, but this was 35 miles from work, and I had to travel there and back 5 days a week, the travel time was horrendous. I have a bike and sometimes I would cycle 24 miles to get to work.

The Homeless Options Team referred me to Broadacres who have listened to me and offered loads of support and Money Advice, and now I've got an upstairs flat. When I first moved in it was so nice to get a shower when I wanted and wash my clothes. It was a massive relief.

I still work full time, I'll never forget that during the whole experience my work colleagues were always there for me, they've always been great, a bit like a big family. I really do appreciate the way they helped me so much.

Now I'm looking to the future and I'd love to be a Teacher or a Bus Driver, we'll see.

Supporting our communities, celebrating our customers

Over the next three pages, we update you about the support we provide in our local communities, as well as sharing stories about the personal milestones and achievements of our customers.

A Great village

A community came together to improve the public areas of a North Yorkshire village, making it even more attractive to people and wildlife.

With support from Broadacres, a new mini wildflower orchard has been created at the entrance to Beech Close in Great Ayton.

Our staff joined the Brighten Up Great Ayton group, community interest company Moors Sustainable and the Parish Council to plant apple and plum trees, as well as wildflowers which will attract pollinating insects such as bees, butterflies and beetles.

In just a few hours, the volunteers had transformed a grassed area into a picturesque spot for villagers to enjoy.

Gill Davies, Broadacres' Community Involvement Officer, said: "We have homes in Beech Close, as well as other parts of



Great Ayton, so when we heard about the improvements the community was making to public areas, we were keen to provide our support."



POSCH cooking

The latest beneficiaries of our Community Development Fund were Parents and Carers of Special Children (POSCH), our charity of the year.

Our Community Development Fund panel, which is made up entirely of Broadacres' customers, approved funding of £500 which enabled POSCH to set up a 'Cook 'n' Eat' project.

Over four weeks at Northallerton Bowling Club, mums who are members of POSCH learned a range of cookery skills and how to cook a variety of well-balanced meals on a budget.

This is particularly important because many of the mums have



children with autism who are particular about what they eat (which can be a challenge for those with autism), making meal-time selection and preparation difficult for their families.

If you would like to apply to our Community Development Fund, please visit www.broadacres.org.uk/customer-area/getting-involved/community-development-fund/

100 years young



Edith Armstrong, who lives in our Orchards extra care scheme in Brompton, was born in Danby Wiske in 1919.

She moved over to Husthwaite, as her dad had a milk round there. He was the first person in the village to buy a car, so he used it as a taxi to take people to and from the station.

Edith was one of 4 children, she had 2 older sisters and a younger brother.

When they grew up Edith's brother wanted to farm, so they decided to

move to Hornby. Edith loved farming and it was here that she met her husband Edward. He lived on the next farm, so they used to cross the fields to see each other. They eventually married and had their two daughters together.

When it was time to retire, they moved into a bungalow in Great Smeaton, just down the road from the farm. Edith moved to the Orchards in 2015 and still loves talking about farming and her love of animals.

Youth club move

The popularity of a youth club funded by Broadacres has resulted in it moving to new premises.

The youth club in Stokesley has moved from its old home in a building at Stokesley fire station to the Methodist Church in the high street. The move was necessary due to rising numbers of children using the club, which runs every Tuesday evening during term time.

Being in the church hall has given The Clock, the charity which runs the youth club on our behalf, extra space, enabling it to do more activities with the children.



There are around 70 children registered at the Stokesley youth club, with an average of 25 children attending regularly each week.

As well as Stokesley, The Clock also run two other youth clubs on our

behalf, one at our Rivendale extra care scheme in Northallerton and the other at The Clock's centre in Thirsk.

A Diamond day

Residents at our Rivendale extra care scheme in Northallerton helped a couple celebrate 60 years of wedded bliss together.

A celebratory afternoon tea was held to mark the diamond wedding anniversary of Jane and Brian Lane.

Jane and Brian, who own their own apartment at Rivendale, originally come from London but have lived all around the country due to Brian's former role as a Pastor.

Explaining how they first met Jane said: "I was aged ten or 11 and a friend of mine had a brother in the scouts so we went with him one day and Brian was there, and I knew he liked me then.

"I met him again when I was on the London Underground when

I was 16 and, being the gentleman, he asked if I had left school. And when I told him I had, the rest was history."

Jane and Brian were married in 1959 and went on to have four children. They now also have 9 grandchildren and 1 great grandchild.

Brian said: "It was wonderful celebrating our anniversary surrounded by our family and friends at Rivendale; we even got a telegram from the Queen."



Charity to the 'fore'

We were delighted to raise £5,000 for our charity of the year, Parents and Carers of Special Children (POSCH), at our annual golf day.

Seventy-five golfers from across the region teed off at Rockliffe Hall Golf Club for Broadacres' 21st annual charity golf day.

After competing for the coveted Broadacres trophy, won for the second year running by Jewson's, the golfers returned to the clubhouse for a raffle and auction.

At the end of the evening, Broadacres' Chief Executive Gail Teasdale announced that the event had raised £5,000.

Gail said: "Broadacres is committed to making positive contributions in our communities and one of the many ways we are doing this is by supporting a local charity through our golf day.

"£5,000 is one of the biggest amounts we have raised so we are absolutely delighted and would like to thank all the teams which took part, people and organisations who donated raffle and auction prizes."

Sara Dalton, who received the cheque on behalf of POSCH said:

"We receive no funding, other than what we can access through grants, so the money Broadacres has raised will pay our costs for the next two years.

"We are overwhelmed and would like to thank Broadacres from the bottom of our hearts for their support - it will make an incredible difference."

More information about POSCH is available from www.posch.org.uk

Building support

We would like to thank staff and customers of Yorkshire Building Society for the kind donation they recently made to our women's refuge.

After being shocked by statistics that revealed one in ten girls between the ages of 14 and 21 in the UK have been unable to afford sanitary products, the building society asked customers if they could donate products as part of collections held in the branch each month.

Branch Manager Lisa Forster said: "When customers saw what

we were doing, in most cases they would leave the branch and come back in minutes later having just bought sanitary products.

"It was by far the best collection we have done to date and we're delighted to have been able to donate the items to the refuge."

Michaela Thomas, Refuge Co-ordinator, said: "In most cases, the women living in the refuge come to us at short notice, having had to leave everything behind to escape domestic violence.

"Many have children so the small amount of money they do get has

to be stretched a long way, so not having to worry about buying sanitary products each month is a big help."



CONTACTS

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SURVEY PRIZE DRAW Winners

JULY: Mrs Jenkins, Thirsk
AUGUST: Mrs Calvert, Stokesley
SEPTEMBER: Mrs Stalley,
Northallerton
OCTOBER: Miss Kelly, Easingwold



If you ask, we can supply this document in large print, in Braille, on CD, in picture format and in languages other than English.

