

**The results of the annual  
Tenant Satisfaction  
Measures survey 2025**

page 4

**Get involved and  
have your say**

page 9

**Tackling anti-social  
behaviour**

page 12

# Welcome

Front cover photo credit  
– Romanby Scouts

I'm delighted to welcome you to the Spring 2026 edition of our customer magazine – my first as Chief Executive of Broadacres.

As always, this is a chance to reflect on what we've achieved together over the past year – and to share how your feedback continues to shape the services we provide.

One of the most important pieces of work we've undertaken recently is the review of our Property Services Standards. Earlier this year, hundreds of you took the time to share your views on how we repair, maintain and invest in your homes. Your feedback has been invaluable. It has helped us refine our proposals, adopt a new Empty Homes Standard that is already reducing re-let times and move forward with clearer, fairer repair timescales that focus our resources where they are needed most. This is a great example of how your voice directly influences the decisions we make.

I'm also incredibly proud of the results from the 2025 Tenant Satisfaction Measures survey. Nearly 90% of you told us you are satisfied with the overall service we

provide, and satisfaction with repairs, safety and communication remains strong. These results matter – but what matters even more is how we respond to the areas where you've told us we can do better. Over the past year we've strengthened our complaints service, improved contractor oversight, delivered a smoother move-in experience and continued to invest in neighbourhoods and community safety.

Alongside this, we've delivered new affordable homes, improved the energy efficiency of older properties and supported local groups through our Community Development Fund – all part of our commitment to creating thriving, sustainable communities.

Thank you for your continued support, honesty and involvement. Together, we're building a Broadacres that listens, learns and delivers for every customer.

**Claire Townson**  
CEO



## Thank you for helping shape our new Property Services Standards

Earlier this year, we asked you for your views on a new set of proposed standards for Broadacres homes.

These standards cover how we:

- Carry out repairs
- Set expectations for empty homes before re-letting
- Invest in homes over time, for example through replacing kitchens and bathrooms

We want to say a **big thank you** to everyone who took the time to share their views. Your feedback is helping us make sure our homes meet customers' needs now and in the future.

### Why we are looking at changes

The proposed changes are about making sure our homes continue to meet new and emerging legal standards, while also reflecting what customers tell us matters most to them.

At the same time, we must make sure we invest money wisely. This helps Broadacres stay financially strong, respond to unexpected pressures and continue to deliver safe, good-quality homes and services for the long term.

Broadacres is already in a strong position. We have:

- High levels of customer satisfaction
- Most homes meeting the Decent Homes Standard
- Made good progress on improving energy efficiency
- Delivered around **500 new affordable homes** in the last four years

However, to focus resources where they are needed most, we proposed some changes to standards and timescales and asked for your views.

### How we listened

It started with a dedicated session with the **Customer Scrutiny Panel**, whose advice helped shape the wider consultation.

Overall:

- **866 customers responded**, around **14% of customers** who receive surveys
- Most responses came by email, with others by post or conversation
- We also held a **Customer Focus Group** to explore the proposals in more detail

This gave us valuable insight from a wide range of customers.

### Who responded

We heard from customers across all areas where Broadacres operates and from all age groups.

### What you told us

There was significant support for re-letting homes more quickly, delivered to a new standard, with 93% of respondents supporting this change. A similar percentage of customers were also supportive of plans to prioritise emergency and urgent repairs by increasing waiting times for standard, planned and recall repairs. 82% of customers welcomed the proposed introduction of a new 'major and complex' repair category for dealing with those repairs that require specialist input.

There were some variations in responses provided:

- Whilst there was support from all ages, older customers on average were a little more supportive of the changes than younger customers
- Men were a little more supportive than women to some of the changes
- Disabled and non-disabled customers had very similar overall views with some variations by subject

There were some local differences:

- Customers in **East Coast, Malton and Pickering** were slightly less supportive than average.
- Customers in **Ripon, Knaresborough and the Dales** were slightly more supportive than average.

These differences are important and have been carefully considered.

There were some consistent messages about ensuring communication is regular and clear when managing repairs and the importance of completing the repair on the first visit. We will be working to make further improvements in response to this feedback.

As a result of the feedback, we have decided to make some changes. This includes the adoption of the new Empty Homes Standard which, during a trial over the last 5 months, **resulted in 40 additional homes being let**. We have also decided to work towards adopting the new repairs standards. Over the coming weeks we will be updating our Repairs Policy and adopting the new standards, which are:

- **Emergency repairs** – attend within 24 hours
- **Urgent repairs** – complete within 5 working days
- **Routine repairs** – complete within 28 working days
- **New installations** – complete within 60 working days
- **Major and Complex works** – complete within 90 working days
- **Repair recalls** – reattend within 5 working days.

### What happens next

Your feedback is helping us:

- Fine-tune proposed standards and timescales
- Better understand what matters most to you
- Make sure changes are fair, reasonable and offer good value for money

Thank you again for being involved and helping us shape how Broadacres looks after your home. The new Repairs Policy will be available from 3rd August 2026.



Broadacres' colleagues  
Derek, Sharon and Ewan

# The results of the annual Tenant Satisfaction Measures survey 2025

## Improving our services using your feedback

In Autumn 2025, many of you took part in an important telephone and online survey carried out by an independent market research company.

The Tenant Satisfaction Survey is something the Regulator of Social Housing requires us to do. It asks you for feedback on how happy you are with how we maintain your homes and deliver our services.

### A big thank you to everyone who completed the survey!

**576** customers took part, **78%** by telephone and **22%** online, across all different kinds of tenancies, ages and areas to make sure the results represented all our customers.

## Key results:

### Overall service

**89%**

of you are satisfied with the overall service provided by Broadacres



Reece, Broadacres colleague



Andy, Broadacres plumber

### Repairs service

**87%**

of customers who had a repair are satisfied with the overall repairs service

**85%**

of customers are satisfied with the time it took to complete their most recent repair

## Your homes and communal areas

**89%**

of you are satisfied that you have a home that is well maintained

**91%**

of you are satisfied that Broadacres provides a home that is safe

**71%**

of customers with communal areas are satisfied that they are kept clean and well maintained

## Your neighbourhood

**79%**

of customers are satisfied that Broadacres makes a positive contribution to their neighbourhood (this means that customers feel we look after the communal areas, grounds maintenance and are visible in our communities).

**73%**

of customers are satisfied with Broadacres' approach to handling anti-social behaviour



Becky and Pat, Broadacres colleagues

## Communications and customer engagement

**81%**

of you are satisfied that Broadacres listens to your views and acts upon them

**91%**

of you agree that Broadacres treats you fairly and with respect

**55%**

of customers who made a complaint are satisfied with complaints handling



**83%**

of you are satisfied you are kept informed about things that matter to you

Emily, Broadacres colleague and a customer

# How your feedback is helping us improve

At Broadacres, your feedback helps shape the services you receive. When you tell us something hasn't gone right, we listen, we learn and we make changes. Here's a quick look at what you shared with us in 2025/26 – and how we have used insight from surveys such as the Tenant Satisfaction Measures to improve our services.

## What you told us

Last year, customers raised 350 **Stage 1 complaints**, covering things like repairs, communication and contractor performance. Most of these were resolved at Stage 1, but 73 needed a Stage 2 review – something we're working hard to reduce through better early communication and follow-through.

Repairs continued to be the most common topic, but we're pleased that overall repairs satisfaction remained high in our Tenant Satisfaction Measures.

## What we've improved

Your feedback has led to some important service changes:

### ✓ A dedicated complaints team

We now have a central team handling all Stage 1 complaints. This means quicker updates, clearer communication and more consistent investigations.

### ✓ Stronger checks on contractor repairs

A new Contractor Supervisor is helping us improve quality by carrying out joint visits and post-inspection checks.

### ✓ Better communication during temporary moves

We've updated our Relocation Procedure so you know exactly what to expect, including how often you'll receive updates and how your home will be inspected before you return.

### ✓ A smoother move-in experience

Before re-letting a property, we now fully review repair histories to give new customers a much better experience.



New complaints team, Hannah, Georgie, Tracy and Julie

## Thank you for your feedback

Every comment, concern and suggestion helps us improve. We're committed to providing a fair, open and responsive complaints service – and to making sure your voice continues to shape how we deliver services.

### Mr Pratt said his:

*“Complaint was dealt with very promptly, somebody was always telling me what was going on and from then on, it was all sorted. I was kept informed all the way through. It was very easy to work with the complaint's handler. She understood, and this made a big difference to my experience.*

*“From putting my complaint in and all the way through, they listened, kept me informed and sorted my problem very quickly.*

*“If someone else has a legitimate complaint I would encourage them to report it. You will be listened to, it will be dealt with promptly, and things will get done, not just left.”*

If you feel we have let you down, you can contact us by telephone, letter, email, social media or in person by speaking to someone from Broadacres.

### Contact us:

Email: [info@broadacres.org.uk](mailto:info@broadacres.org.uk)

Telephone: 01609 767900

### Write to us:

Freepost RRBZ-TATA-BYHL, Broadacres Housing Association, Broadacres House, Mount View, Standard Way, Northallerton, North Yorkshire, DL6 2YD

You can also fill in a form on the 'complaints' page of our website. Go to [www.broadacres.org.uk](http://www.broadacres.org.uk) and search for 'make a complaint'.

### The Housing Ombudsman:

If you need independent guidance or help, you can also contact the Housing Ombudsman at any time.

Their website [www.housing-ombudsman.org.uk](http://www.housing-ombudsman.org.uk) has advice and guidance.

They can also be contacted by telephone: 0300 111 3000

# How customers can get involved and influence services

We try to create ways to provide opportunities to share views. Because we know going to meetings or filling out surveys doesn't suit everyone. By working together in lots of different ways, we can try and help to make a positive difference for everyone.

## Get involved in your community

We're continuing to grow our **Scarborough Customer Group**, giving local customers the opportunity to have their say and help shape services in their area. If you live in Scarborough, we'd love you to get involved.

You can come along to informal sessions at **Scarborough Library** over the coming months to meet our Customer Insight Team and your Neighbourhood Officer, find out more about local services and share your views.

## Customer Scrutiny Panel: making your voice count

Our **Customer Scrutiny Panel (CSP)** works in partnership with us to review services and make sure customer voices influence key decisions.

Over the past year, the CSP has:

- Scrutinised complaints and customer feedback, helping improve satisfaction with complaint handling
- Scrutinised how we deliver our gas servicing, improving the experience for customers
- Supported our annual complaints self-assessment and policy improvements
- Helped to develop a new set of service standards.

The CSP meets **bimonthly**, and we're always keen to hear from customers who want to get involved and help shape our services.



# Customer committee members

**We will soon be offering opportunities for customer members to join one of our committees.**

This is a chance to bring your personal experience, insight and ideas into our decision making, helping to influence how we deliver services and plans. You don't need previous committee experience – just an interest in making a difference and a willingness to share your views.

Committee roles offer a supportive way to get involved, develop new skills and ensure the customer voice remains at the heart of what we do.

**Full details will be coming soon – watch out on our website and social media.**



Chris Hyde, Head of Property Services

# Making customer voices count at Broadacres

When **Monica** talks about Broadacres, it's with the insight of someone who truly knows what it means to be a customer.

Monica has lived in Broadacres' homes since we were established in 1993 and for 19 years before that in Hambleton District Council properties before the authority's housing stock was transferred to us.

That makes her perfectly placed to serve on our Customer Scrutiny Panel (CSP), something she says she is very passionate about.

**"I never imagined I'd end up doing something like this, but now I can honestly say I love it"**, says Monica, who lives in Northallerton with her husband.

A former Nurse and then Prison Officer, Monica says her experience has prepared her well for her work on the CSP.

**"It's not about qualifications"**, she explains.

**"It's about common sense, life experience and being willing to speak up when something doesn't feel right."**

Monica first became involved after calling to raise an issue about her home. During a conversation with Broadacres, she was invited to attend a focus group and later encouraged to apply for the CSP.

She adds:

**"At the interview, I was honest. I told them I didn't really know what to expect but that if they were willing to put up with me, I was willing to put up with them and we'll see how it goes. That was three years ago."**

Since then, Monica has played an active role in reviewing services, examining customer satisfaction and making recommendations that are

escalated all the way to the Broadacres' Board.

Some people might wonder whether customer panels like this are just a "tick-box exercise" and Monica admits she was sceptical at first too.

**"But believe me, it's not that at all"**, she says.

**"What we recommend goes to the Board. They say yes or no, and changes really do happen."**

She points to recent reviews of gas servicing and contractor performance, where customer feedback highlighted what was working well – and where improvement was needed. As a result, changes were made that directly benefited customers.

**"That's the reward"**, Monica says. **"Seeing that what you've said actually leads to better services."**

Monica is keen to dispel the myth that scrutiny panels are only for certain types of people.

**"You don't have to be retired. You don't have to be good with computers"**, she explains.

**"If you can communicate, talk on the phone, share your views and you're not afraid to ask questions, then you can definitely do this."**

**"At the end of the day nothing is perfect, but this is about finding solutions, improving things and making life better for everyone who lives in a Broadacres home."**

**"I would definitely recommend that more people get involved."**



Dakota and Colin, Customer Scrutiny Panel Members

## Get involved and have your say



Our **Customer Network**, with over **470 customers across our homes**, helps shape our services by sharing ideas and feedback on what matters most. Members have recently helped review our Equality, Diversity and Inclusion Policy, property standards and Annual Rent Review communications. We're keen to hear from more customers, so the Network reflects the communities we serve.

### Local Monitors Panel

Our **Local Monitors** help keep neighbourhoods well cared for by sharing feedback on their local services like grounds maintenance, footpaths and fly-tipping. Their reports have already led to real improvements, including changes to contractors where needed.

### Want to get involved?

There are always opportunities to join and make a difference in your community.

If you're interested in joining any of these groups or want to share some feedback about our services, contact the **Customer Insight Team** on **01609 767900** or email [customerinsight@broadacres.org.uk](mailto:customerinsight@broadacres.org.uk).

### Derick's story

My name's Derick and I'm a local monitor at a Broadacres development of 30 apartments in Ripon, a role I've had for some years now. Every month or so I receive an email with a simple tick box questionnaire complete with spaces for any comments I may have under the various headings of contractors' performance under maintenance of trees, hedges, gardens, communal areas, car parking etc. The form takes only 10 minutes or so to complete.

The feedback I receive comes quickly, and matters of concern are speedily dealt with.



Broadacres colleagues Amy and Jacob chat with customer

# Supporting the community



Our customers help us support many community groups across the year by casting a vote on the applications they feel would help. Through our Community Development Fund, we are pleased to have been able to support a host of different community groups and organisations over the last 12 months.

## Among those who received grants of up to £500 included:

**East Cleveland Community Basketball** – received a grant of £200 to support the club’s burgeoning women and girls’ section.



**East Yorkshire Foodbank** – received £400 to buy winter clothing for disadvantaged youngsters.

**Richmond Bike Park** – received £200 to put towards the cost of a new accessible bike park for local people.

**Dads Behaving Madly** – this men’s mental health group in Scarborough received £500 to run sessions for its members.



Our Community Development and Sustainability Fund support local organisations, groups and projects in areas where we have homes. All grants are approved by our own customers.



Please watch out on our website and social media for more information on how to apply for community funding.



**Henshaws** – the charity received £350 to buy raw materials and equipment for a horticultural workshop it runs in Knaresborough.



# Customers get involved in building the new website

The new Broadacres’ website was launched in August 2025 to make it quicker for you to find what you’re looking for and easier to report things like repairs and anti-social behaviour.

## The website features:



- A ‘mobile-first’ design as 69% of visitors to the website over the last 12 months used a mobile device
- AI search with predictive search suggestions and personalised search results
- Quick links at the top of pages to help you find information quickly
- The highest possible accessibility standards including an accessibility toolbar with text to speech in over 100 languages, translations of pages and documents to over 180 languages and options to personalise pages for size of text and colour contrast.

*that my opinion as a customer was greatly valued and taken on board and I am enormously proud of the role I played in the development of the new website.*

*“It’s been such a positive experience that I have now also become a member of the Customer Scrutiny Panel and I am the youngest member by at least a few decades!”*

Another customer who was a member of the project group is Andrea who has lived in a Broadacres’ home for 28 years.

Andrea said:

*“As someone who was at school before the internet and websites were invented, I have had to learn how to use them and one of the things that stood out from the old site was that it was difficult to navigate and hard to understand, with too much jargon being used.*

*“So, one of the key things for me was making the new site easier for people, regardless of their age or technical ability.*

*“The end result is we now have a website which is much easier to navigate which means you get to where you need to more quickly.*

*“It’s fantastic to see my own stamp on the website and it’s a big tick in the box for Broadacres where I am concerned.*

*“It was a really enjoyable experience from start to finish.”*

The new website was co-created with customers, including six people who were part of a project group, who heavily influenced the design, structure and content with suggested colours, styling and language. The group told us what they would use the website for, what they liked and disliked about the previous website and what improvements they wanted to see in the new website.

One of the customers who helped was 20-year-old Dakota, who has lived in a Broadacres’ home since she was two years old.

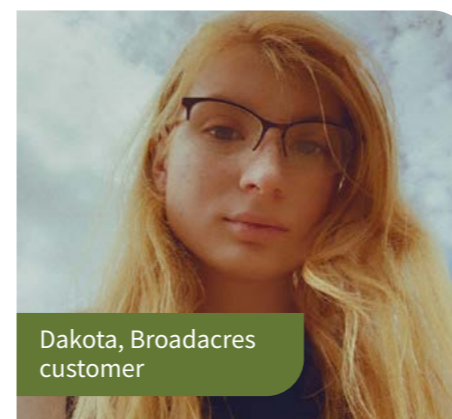
Dakota said:

*“From the start, we were keen for the new website to strike the correct balance between new and existing customers, so whether it was someone looking for a new home or wanting to report a repair or pay their rent, we knew it was important for this to be easy to do from the home page.*

*“People don’t want, or have the time, to visit lots of pages to find the information they need, so we wanted the website to be as convenient as possible, which it now is.*

*“A cool feature of the new site is the search function because this learns what people are looking for and will adapt the user experience to this.*

*“My experience has been great as I saw my suggestions being taken seriously and later being implemented. It proved to me*



Dakota, Broadacres customer

# Tackling anti-social behaviour



Elizabeth and Jonathan from the Community Safety Team

We believe that everyone has the right to a peaceful home, free from disturbance, intimidation and noise nuisance – this is why we do not tolerate anti-social behaviour in your communities.

In response to customer feedback, we set up a dedicated Community Safety Team.

## Former police officer Miles is one of our three Broadacres' Community Safety Officers in this team and here he takes us through a typical day in his job.

Many people say that in their job, no two days are alike, and this is true in housing, and particularly my role. I can plan, make appointments and attend meetings but a decent part of my day does depend on what gets reported, what conversations I have with people and where I can assist colleagues.

The first task is checking emails that have come in overnight. Often one or more of them are from The Noise App, a free to use app which lets customers

record noise nuisance close to them which may subsequently be used as evidence. We then listen to the recording to ascertain the scale of the noise nuisance.

My patch covers several areas of North Yorkshire meaning that there are several multi-agency problems solving meetings (online) where all relevant agencies are invited and information is shared and actions allocated to the most appropriate agency.

It's then time to look at my cases. The software we use to track actions on anti-social behaviour cases gives tasks and dates when the tasks should be completed by. Some actions might take just a few minutes, others much longer.

Afternoon is usually appointment time with customers and I can travel as far as Scarborough on the east coast to do these. Some appointments and conversations can be conducted over the telephone, but visits are important as they can be used to secure evidence or even see the layout of homes and close proximity or otherwise. I think rarely there is just the one reason for a visit.

I then go back to the office to go through new emails and queries that have come in.

Dealing with anti-social behaviour (ASB) is not something always effectively done by one person alone. I can call on the assistance of colleagues and external agencies such as North Yorkshire Police, and North Yorkshire Council's Anti-Social Behaviour Hub.

I would like to end this article on a smile and share two genuine reports I'm aware of (neither were to Broadacres).

A customer once rang in to say that their neighbour was causing ASB by 'using her washing line pegs without permission'. The other memorable call was when a customer rang in and said: 'My neighbour is playing loud music, and it is keeping my fish awake.'

See, I told you no two days were the same!

## ASB round up 2025/26

- Noise nuisance remains the highest reported category of ASB to our service. In June 2025, we introduced the Noise App to support customers in gathering evidence on noise nuisance issues. If you report noise nuisance we will support you in using the Noise App.
- The vast majority of ASB issues can be dealt with by early warning and intervention. Last year we issued 41 verbal warnings and 108 written warnings. We also successfully referred 14 customers for independent mediation to resolve reported issues.
- Eviction is always the last resort. Over the last year, we have taken legal action to evict three customers that had been responsible for serious and persistent ASB impacting on their local community.

## Responding to ASB

Most ASB issues can be resolved quickly by early intervention, as the sooner you alert us, the quicker we can act. If you, or someone you know in a Broadacres home, is a victim of ASB, please report this to us as soon as possible.

### You can do this by:

Telephone: **01609 767900**

Email: **info@broadacres.org.uk**

Or in person to any Broadacres colleague.

You can find more information about ASB by visiting our website at **www.broadacres.org.uk** and searching for 'anti-social behaviour'.

### We will:

- **Respond within 1 working day to reports of serious ASB**
- **Respond within 3 working days to reports of standard ASB**
- **Regularly review the support and intervention we provide**
- **Offer additional home security measures if needed**
- **Use specialist, independent mediation services to help customers resolve disputes**

# Welbank House: A warm welcome for Northallerton's local community

One of our most exciting recent developments, Welbank House in Northallerton, has officially reached a major milestone and we couldn't be prouder of what's been created.

The award-winning scheme comprises 12 modern apartments, including seven two-bedroom and five one-bedroom homes, designed specifically for people aged 55 and over. With lift access, communal gardens and practical, easy-to-use layouts, Welbank House has been thoughtfully designed to support independent living. It offers older customers a safe, comfortable and sociable place to call home, just a short walk from Northallerton town centre.

The development represents a total investment of £2.4 million, including £1.26 million from Homes England, and was delivered in partnership with

Moody Construction to an exceptional standard. High-retention heaters, air-source cylinders, heat-recovery systems and enhanced insulation all combine to create homes that are warm, eco-friendly and cost-effective to run, making a real difference to customers' everyday lives.

For many local people, Welbank House offers something truly valuable: the chance to stay close to the town they know and love. With shops, services and familiar faces right on the doorstep, it helps reduce isolation and keeps older communities connected and thriving.



Broadacres colleagues visiting Welbank House

The development represents a total investment of **£2.4m**

# New homes bring fresh starts to Raskelf

Broadacres is proud to announce the completion of three new homes in the village of Raskelf, built on the former site of two demolished bungalows on School View.

Delivered by T. Manners & Sons Ltd, the development offers two, three, and four-bedroom homes designed to complement the character of the village. Materials were carefully chosen to respect the local aesthetic, while each home has been built with a strong focus on energy efficiency – helping customers keep their homes warm and their bills manageable for years to come.

The project forms part of the region's wider brownfield regeneration programme, breathing new life into a vacant site and turning it into much-needed housing.

It received vital funding support from two key partners: £42,000 from the York and North Yorkshire Combined Authority's Brownfield Housing Fund, and a further £232,000 from Homes England.

Demand was immediate. Plot 1, a shared ownership property, was swiftly reserved and completed on 18th March, with the Housing team welcoming new customers into Plots 2 and 3 on the very same day.

With all three homes now happily occupied, the Raskelf development is a wonderful example of what's possible when the right partnerships, investment and vision come together. The development also reflects Broadacres' ongoing commitment to delivering quality, affordable housing in the rural communities we're proud to serve.



Chair of the Board, Broadacres Helen Simpson, Mayor of York and North Yorkshire David Skaith and North Yorkshire Council's Housing Strategy Manager Sharon Graham

# New homes and energy efficient homes



Broadacres Director of Development and Investment Michael Jones, Cllr Simon Myers, Broadacres CEO Claire Townson and Brierley Homes Managing Director Tony Dodds

**£800,000**

Invested in Leeming Bar transforming homes built in the 1950s to make them more energy efficient and affordable.

It's been a busy period as we continue to deliver new affordable homes and make our older homes more energy efficient.

The first customers have moved into a new development in Kirkby Malzeard, near Ripon, which is the latest to be delivered through a partnership between Broadacres and North Yorkshire Council's Brierley Homes.

Thirteen of the homes on the 33-home scheme are affordable and being managed by Broadacres. Nine are for social rent and four for shared ownership, the latter enabling people to get that all important first step on the property ladder without the need for a large mortgage.

All properties across the development will be heated via renewable air-source heat pumps and also incorporate features such as electric/hybrid car charging points, triple glazing and enhanced insulation, making them net-zero ready.

We've also started work on an even larger scheme, this time in Leeming Bar, where we are working with our contractor Keepmoat to provide 100 affordable homes for local people, with the same energy saving features.

Also in Leeming Bar, we have invested £800,000 transforming properties

built in the 1950s to make them more energy efficient and affordable.

The work included insulated render (to keep the homes warmer), solar PV panels integrated into the roof tiles, the installation of new energy efficient doors, double-glazed windows, new cavity wall installation and extra insulation in lofts.

The average Energy Performance Certificate (EPC) rating post work on the homes was A92, which indicates 'exceptionally energy-efficient' properties.

People living in the homes in The Potlands say they are delighted with the work, describing them as now being like "new homes".

They include Ashley and Debra Kirk, who have lived in their home for 22 years.

**"We couldn't be happier with how good our home now looks and how much money we have saved as a result of the energy efficiency work"**, they say.



A Broadacres customer with Broadacres CEO Claire Townson and Director of Development and Investment Michael Jones

# Shared ownership, a path to owning your own home

Shared ownership is a great way to get your foot on the property ladder if you're struggling to afford the deposit for a mortgage on your dream home.

It's a government-backed scheme that lets you buy part of a home and then pay rent on the remaining share.

## How does it work

### 1. Buy a share

You can buy a percentage of a home, typically between 10% and 75%. You only need a mortgage for the share you buy, making it much more affordable than buying the whole property outright.



### 2. Rent the rest

You pay rent on the remaining share of the home. It's usually lower than the market rate, making it more affordable than traditional renting.



### 3. Live there

It's your home! You can decorate it, make it cosy and enjoy all the benefits of home ownership.



### 4. Increase your share

Usually, over time, you can buy more shares in your home. The more shares you buy, the less rent you pay. So, eventually, you can own 100% of the home if you choose to (up to 80% in some rural areas).



## Can you apply?

Shared ownership is designed to help people who can't afford to buy a home outright. You may be eligible if:

- Your household earns £80,000 a year or less
- You're a first-time buyer, or have owned a home before but can't afford to buy one now
- You already live in a shared ownership home and you want to move

## Ready to find out more?

Contact the Mulberry Homes Yorkshire's sales team. Talk to a mortgage advisor or speak to a financial advisor to see if shared ownership can work for you.

Telephone: **01609 531314**

Email: [salesenquiries@mulberryhomesyorkshire.com](mailto:salesenquiries@mulberryhomesyorkshire.com)



# Broadacres wins exciting new contract to support more people across North Yorkshire

We're thrilled to share some exciting news – Broadacres has been awarded a new supported housing contract with North Yorkshire Council, and it's set to make a real difference to people's lives across the region.

The programme, called LIFE (Living Independently for Everyone), builds on the fantastic work we already do helping people find stability, build confidence and move towards independent living. Through a blend of short-term accommodation and community-based floating support, LIFE will help individuals facing a range of challenges – including homelessness, mental health difficulties, substance use, autism and mild learning disabilities – to develop the skills and resilience they need to thrive.

Our supported housing service currently helps 61 customers at any one time, but thanks to this new contract, that's set to grow significantly. By year four, we'll be supporting up to 150 customers across North Yorkshire, with capacity increasing year on year.

To deliver this expanded service, we'll be recruiting additional support workers, with further opportunities as the programme grows. Keep an eye out on our website for upcoming vacancies.

**The LIFE programme will run for five years, with the possibility of a further two-year extension.**



Broadacres colleagues  
Beth, Dawn and Elizabeth

# Your compliments help us spread good practice



We receive lots of compliments each month and we use these to understand what we've done well and to promote good practice in our teams.

## Below is a selection of compliments received:

*"Matt is brilliant and full of empathy and understanding of disabilities. He is professional, efficient and gets the job done."*

*"If only all customer service personnel were as professional. Thank you Broadacres."*

*"Thank you to everyone at Broadacres for always going the extra mile for your customers – you've been amazing!"*

*"I feel so lucky with my home and all Broadacres employees are always so helpful."*

*"Everyone was so polite and lovely and even took time to put shoe protectors on and made sure everything was clean and tidy before leaving. Broadacres as a whole is just wonderful."*

*"I honestly cannot thank you enough for what you have all done to help me. This is the first time I feel fully supported and not just left to figure things out by myself and people have actually gone out their way to help. Honestly love you guys to bits. Forever grateful for your help."*

Claire, Jason and Stephen from The Crossing



# Young homeless service boost

**46** young people have successfully been supported

One of our services which has helped almost 50 young people out of homelessness and into their own homes has received a boost.

A four-year contract, with an option for a further year, has been awarded to The Crossing, a supported housing scheme in Northallerton for young people who find themselves homeless or at the risk of becoming homeless.

Since The Crossing opened its doors in 2014, 46 young people have successfully been supported and empowered

to move on from homelessness to living independently in their own properties.

The service, which is run in partnership with Inspire North and Foundation, offers tenancy-related support as well as support in areas such as training, employment and personal development, with the aim of breaking the 'no home – no job – no home – no job cycle.

## Supporting customers with hoarding

We recognise that hoarding can be distressing and can often be linked to underlying mental health needs.

However, every situation is different, so we work with customers to understand their circumstances and offer the right help, while also managing any risks to the customer, their neighbours and the wider community.

Wherever possible, we aim to resolve concerns through early support and partnership working. If you have any concerns, you would like to share about a neighbour or family member or get some support yourself, please don't hesitate to give us a call **01609 767900** or email us at **info@broadacres.org.uk**. Our Hoarding Policy is available to view on our website, or we can print a copy for you if you would prefer.



## Mary's story

For more than ten years and before she moved into her **“lifesaving” Broadacres home**, Mary lived in a private rented home that slowly stripped away her strength, dignity and hope. The property had asbestos in the ceilings and lead paint on the walls, leaving her unable to make improvements or even feel safe.



Mary, Broadacres customer

The old metal bathtub never held heat, making daily hygiene a challenge long before Mary's health declined.

Mary was diagnosed (eventually after lots of medical appointments) with breast cancer (resulting in a full mastectomy), Helicobacter pylori (H. pylori), a type of bacteria that infects your stomach and a benign lump that was cutting off the blood supply to her bowel.

All of it left her weak, exhausted and fighting depression. Because cancer patients are supposed to shower, her unsuitable bathroom became a crippling obstacle. Every day, she had to take a taxi to her son Lewis's home just to wash and get her dressings changed, something which Mary says was “so exhausting.”

At her lowest, Mary was living almost entirely in her bedroom and sometimes sleeping 18 hours a day.

One evening, everything changed when Lewis sat on the edge of her bed and told her that he felt he was watching her die.

Mary had been on a housing waiting list for a lengthy period and during a call with a Broadacres' housing officer, she outlined her health issues and the exhausting daily trips to shower. We offered her a property (a bungalow) in Northallerton on the same day and three years on she hasn't looked back.

Mary says:

**“The housing officer told me to have faith and as a Christian I clung to that and when she showed me the bungalow and I opened the bathroom door and saw it had a shower, I literally burst into tears.”**

Today, Mary is proudly cancer-free and living in what she now calls her “forever home”.

Three months after moving in, she experienced the joy of becoming a

grandmother for the first time – a milestone she believed she might not have lived to see without the safe environment and support she received from Broadacres and others in the community.

This included a local taxi driver who never charged her the full fare when she travelled to her son's house for a shower, and who would often arrive with home-cooked food from his wife.

**“I love this town, my home and Broadacres”**, she says,

**“They're my saviours, I was broken before I moved into the bungalow and genuinely don't think I'd be here if I hadn't.”**



# Thank you

Broadacres appreciates the time taken to complete surveys and give your feedback. Your feedback is important to us and helps us to understand services that work well and those that should be improved.

## Prize draw winners

March 2025 – **Mr Marsay** from Great Ayton  
April 2025 – **Mr Stevens** from Great Ayton  
May 2025 – **Mr Clark** from Romanby  
June 2025 – **Mr Standell** from Runswick Bay  
July 2025 – **Lady Escheraye** from Swainby  
August 2025 – **Mr Lishman** from Thirsk  
September 2025 – **Mrs Hukin** from Pickering  
October 2025 – **Miss Relton** from Ripon  
November 2025 – **Mr Boardman** from Bedale  
December 2025 – **Miss Scott** from Stillington  
January 2026 – **Mr Pratt** from Carthorpe  
February 2026 – **Miss Welton** from Northallerton

## Local Monitor prize draw

**Mrs Dixon** from Romanby  
**Mr Hughes** from Northallerton

## Customer Network prize draw

**Miss Green** from Market Weighton  
**Miss Donaldson** from Leeming

## Do more online

A quick reminder about contacting us online. Using one of our website forms is often the easiest way to get in touch. It helps your enquiry reach the right team first time and means you can contact us at a time that suits you, without waiting on the phone. Find the right form for you on our website. If you're unable to go online, our teams are still here to help.



## Please keep in touch



### Email

[info@broadacres.org.uk](mailto:info@broadacres.org.uk)



### Telephone

01609 767900



### Facebook

[www.facebook.com/Broadacres/](https://www.facebook.com/Broadacres/)



### LinkedIn

Broadacres Housing Association



### Feedback

[www.broadacres.org.uk/your-feedback/](http://www.broadacres.org.uk/your-feedback/)



### Instagram

@BroadacresHousing



### Write to us

Freepost RRBZ-TATA-BYHL  
Broadacres Housing Association  
Broadacres House  
Mount View  
Standard Way  
NORTHALLERTON  
North Yorkshire  
DL6 2YD