

Meet your Neighbourhood Officer



Your Neighbourhood Officer



Officer Name: Matt Underwood

Areas Covered:

Alpington, Arminghall/Bixley, Blofield, Bramerton, Brundall, Catton (Norwich), Claxton, Costessey, Cringleford and Eaton, East Carleton, Framlingham Earl, Heartsease, Hellington, Keswick, Ketteringham, Kirby Bedon, Lakenham, Little Plumstead, Mulbarton, Newton Flotman, Norwich, Poringland, Rockland St Mary, Saxlingham Nethergate/Thorpe, Shotesham, Stalham, Stoke Holy Cross, Surlingham, Swainsthorpe, Swardeston, Trowse, Yelverton.

The Role of Your Neighbourhood Officer

Neighbourhood Officers act as an essential connection between tenants and Saffron. They play an important role in ensuring your community is safe, well-maintained, and thriving, and are your first point of contact for tenancy-related matters, offering practical advice on all aspects of housing, including issues relating to Anti-Social Behaviour and domestic abuse. Your Neighbourhood Officer's responsibilities include:

- Helping to manage tenancies, from moving in to moving out, and mutual exchanges, as well as supporting you with tenancy-related issues or concerns.
- Working closely with other partner agencies and services such as local councils and the police on issues such as tackling Anti-Social Behaviour, and improving neighbourhood wellbeing.
- Directing towards internal support including options such as grants and the Tenant Support & Wellbeing Service.
- Checking gardens and communal areas are clean, safe and well maintained.

- Ensuring community safety, making sure fire, safety, and health and safety in all communal areas are maintained.
- Helping refer and sign post you to supporting agencies to assist with mental health and wellbeing, help with paying your bills and support to manage your home.
- Dealing with any safeguarding issues for our most vulnerable tenants.
- Carrying out tenancy audits.
- Organise community events, clean up days, and local improvement projects. Build positive relationships with the community to understand concerns, needs and priorities.

How do I contact my Neighbourhood Officer?

If you need to speak to your Neighbourhood Officer, call us on **01508 532000**, providing as much information as possible so that our Neighbourhood Officers can respond in the best way to your enquiry. Alternatively, you can:

- Submit queries or concerns using the 'My Saffron' tenant portal. Not yet registered? Create an account here: [Register for My Saffron Housing · Customer Self-Service](#)
- Email us at **info@saffronhousing.co.uk**, and include the name of your Neighbourhood Officer, and why you wish to contact them, in the email.
- Write to your Neighbourhood Officer c/o Saffron Barn, Swan Lane, Long Stratton, Norfolk NR15 2XP.

Where can I meet my Neighbourhood Officer?

Neighbourhood Officers are often out and about in your community, so don't be surprised if you bump into them during routine estate inspections or local events. You can also find them at:

- Tenant engagement days.
- Local partner organisation meetings.
- Look out for us when we carry out our quarterly Estate inspections. If you would like to attend an estate inspection, please get in touch with us using the contact details above.

I want to make a difference to my local community. How can I get involved?

Neighbourhood Officers love working alongside tenants who care about their communities. Here's how you can be part of the bigger picture:

- Become a Saffron Community Member or join the Saffron Tenant Group to help shape future services. Email our Tenants and Communities Team at **getinvolved@saffronhousing.co.uk** for

more information.

- Volunteer for local clean-up days or initiatives.
- Attend community meetings or social events.
- Share ideas to improve your area's environment or wellbeing.
- Let us know if you have any ideas for community improvements via the 'My Saffron' Tenant Portal.