

STREETS AHEAD

THE MAGAZINE FOR FREEBRIDGE COMMUNITY HOUSING TENANTS



 *myfreebridge*
Do you want to be in with a chance of winning **£250 in supermarket vouchers?**
Turn to page 11 to find out more!

YOUR RENT INCREASE
OUR SUPPORT FUND
LAUNCH OF MYFREEBRIDGE

SPRING 2023

DEVELOPING HOMES AND CREATING OPPORTUNITIES FOR PEOPLE WITHIN WEST NORFOLK

Freebridge
COMMUNITY HOUSING

WELCOME TO STREETS AHEAD

Anita Jones
Chief Executive
of Freebridge
Community Housing



Hello there and welcome to our first Streets Ahead magazine of 2023.

Hopefully you all had enjoyable holiday seasons. Christmas and New Year both happened since we last spoke and, as we head into spring, seem a long time ago now.

This edition of Streets Ahead is packed full of useful information and ways that you can use your voice to influence what happens at Freebridge, with the myFreebridge platform.

I wanted to open, however, by talking to you all about this year's rent increase.

By now, you'll have received your letter and hopefully looked at the reasons why we've had to make the very difficult decision to increase our rents by 7%.

Everyone here at Freebridge understands that the cost-of-living crisis is affecting you all deeply, the truth is that it is also costing Freebridge more to deliver those essential services.

But, as a forward-thinking organisation that has very ambitious plans for the future, it was vital that we raised rents in line with the cap on increases that the government has set.

Despite this rise, we're still proud to be able to say that we still charge some of the lowest rents in the area.

As a not-for-profit organisation we don't benefit from the change, but will instead be able to move towards achieving our goals of **providing excellent customer service, creating homes, communities and local spaces to be proud of and providing more homes for those in housing need.**

I'd like you to know that we've done our best to help you in ways that we're able, such as utilising our Support Fund, which has given out more than £65,000 (as of March) to customers who required our help.

Our Support Fund is still here for you if you need help and we have dedicated teams ready to answer any questions you may have.

Freebridge are here to help you where we can and that will never change.

We also know how important repair services are to you. Our fantastic team have carried out thousands of additional repairs this year in a bid to put our Covid backlog behind us.

We are nearly there, not quite by our original end of year deadline, however we will soon have the backlog behind us. Great news!

I can also tell you that we're making important changes to the way we'll be undertaking repairs moving forward as we aim to improve the service we offer you.

I'm looking forward to talking to you about that in greater detail in our next edition, but for now we'll keep working hard to offer you the best service we possibly can.

On that note, we hope you enjoy our latest edition of Streets Ahead and I look forward to talking to you again in the summer!

anita

DAMP & MOULD IN YOUR HOME

As you may have seen, there have been a lot of reports in the media over the past few months about damp and mould. We understand that for some of our customers this will be very concerning, so we want to let you know how Freebridge can help.

Over the winter we helped many customers with financial support towards the cost of energy, as well as advice and guidance on lowering usage and saving money, and we want to help many more. If you would like to talk to us about this, please get in touch on **03332 404 444 (option 3)**.

There are also a few things that may be helpful to you in trying to cut down on the amount of moisture in your home, all of which can contribute to mould growth. For handy hints and tips please see our guide which you can get to by scanning the QR code below, or you can head to the 'I need help' section of the website and choose 'Damp and Mould'.

For some customers we know this won't be enough to eliminate mould in their homes, and there will be repair or improvement works that we need to do. If you are worried about damp and mould in your home, please let us know.

To decide on the best solution for you and your home, our team will listen carefully to your concerns and carry out a detailed assessment over the telephone. We will then follow this up with a home visit, so that we can agree a plan of action.

Please be assured that we will listen to you and your concerns about damp and mould and will do all that we can to sort the problem. Please do get in touch with us on **03332 404 444 (option 1) or via email at repairs@freebridge.org.uk**



You still have four rent free weeks in 2023 - they are the weeks starting 3rd + 10th April & 18th + 25th December.

OUR RENT INCREASE SUPPORT FOR YOU

Raising rent by 7% was a very difficult decision for Freebridge to make.

We realise that times are tough for you and that all of your monthly bills are going up as part of the cost-of-living crisis.

Your rent increase, however, is in line with the cap on increases that the Government has set.

We're doing our best to help you in ways that we're financially able, such as through our Support Fund which has given out £65,000 over the past year.

We're also putting a freeze on some service charge fees that were supposed to rise this year.

But we're a not-for-profit organisation that currently has some of the lowest rents in the area - and our costs are going

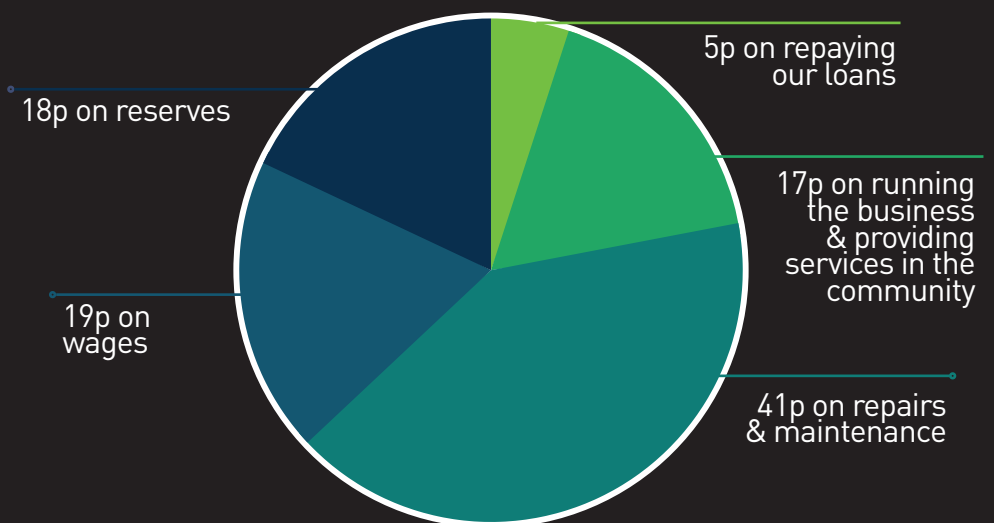
up in line with inflation too.

That means it costs more for us to effectively carry out your repairs and invest in new skills that will improve your customer experience.

The pie chart below shows you

how we typically utilise each pound of your rent money, but we are planning to spend even more on home improvements and maintenance from when the increase begins.

Expenditure for every £1 of your rent





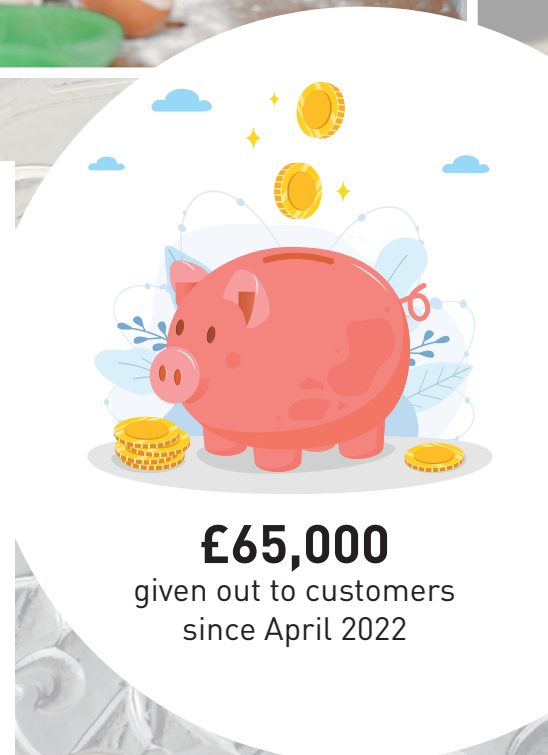
HOW CAN WE HELP?

If you haven't already heard about it; our Support Fund is there to help any of our customers that are in need when it comes to paying for things such as food and energy bills.

We've managed to help a huge number of you over the last year, and have provided over £65,000 of vouchers to cover things such as supermarket shops, energy credits, travel support and telephone connections.

If you're struggling, please get in touch with us on 03332 404 444 hold the line, and ask to speak to our Tenancy Support Team. Or, you can refer yourself by contacting tenancysupport@freebridge.org.uk

We don't want to see any of our tenants struggling, we are here to help



£65,000

given out to customers since April 2022





COST OF LIVING PAYMENTS FOR 2023

A host of Freebridge households across West Norfolk could have access to the new cost of living payments announced by the Department for Work and Pensions (DWP).

The new cost of living support will be introduced from Spring 2023, with low-income households able to potentially obtain up to £1,350 in support if the right criteria are met.

If you are entitled, there will be a £900 cost of living payment for means-tested benefit claimants, which is to be paid directly into your bank accounts and split over three periods throughout the financial year – Spring 2023

(£301), Autumn 2023 (£300) and Spring 2024 (£299).

Additionally, DWP announced support for the disabled and pensioners, which could see you receive extra funds.

The £150 disability payment is due in the summer of 2023, while there will be a pensioner payment of £300 due in winter 2023/24.

Exact dates for each payment will be announced closer to the time, but the reason for the spread in payments is to ensure that there will be a consistent flow of support for you throughout the year.

If you are eligible for any of the payments, they will be paid automatically into your bank and there will be no need for you to apply.

Those of you who are eligible for any of the cost of living payments and receive tax credits, and no other means-tested benefits, will receive payment from HMRC shortly after your DWP payments are issued.

In the meantime, if you have any cost of living concerns – including the payment of rent and utilities – please call 03332 404 444, and choose option 3 to speak to our Income Team.

The Electoral Commission

Borough Council of
King's Lynn &
West Norfolk



Local elections
take place on 4 May 2023

You now need
photo ID to
vote at a
polling station

You now need photo ID
to vote at a polling station

Acceptable forms of photo ID include:

UK-issued passport or driving licence, bus pass, Blue badge PASS, and proof of age card as long as the photo still looks like you and your name on the ID matches your name on the electoral register.

It doesn't matter if the ID is out of date.

For a full list of acceptable photo ID, please visit

electoralcommission.org.uk/voterID

or call 0800 328 0280



1410-4

FREEBRIDGE RESIDENTS AT SUTTON LEA PULL TOGETHER TO MAKE GRAND GESTURES TO MULTIPLE CHARITIES

A tight-knit community of Freebridge residents based at our Sutton Lea sheltered scheme in Burnham Market, have come together to raise vital funds for a host of charitable organisations.

The group meet up once a week in their communal area for coffee mornings and other themed events.

That helps them raise more than £100 a month for good causes, which is then donated to their chosen charity of the month.

They have already made donations totalling £2,254.50

to charities such as Crisis, MacMillan Cancer Support and the Tapping House Hospice, with the RNLI, Air Ambulance and Hearing Dogs amongst those they'll be supporting in 2023.

"All of the money we raise here comes from the weekly coffee mornings," said Martin Bawden, who is chairman of the group and found himself homeless back in 2019, before Freebridge placed him at Sutton Lea. "When we have an event, we do a raffle and that funds everything we do.

"We've given money to so



Sutton Lea group

many different charities and organisations. I'm very proud of the people here, we do a lot for others but also look after each other, too."

If you'd like to share a story in Streets Ahead, get in touch with our Communications Team by emailing communications@freebridge.org.uk.

ARE YOU STORING YOUR FLAMMABLES SAFELY?

At Freebridge Community Housing, the safety of our residents is always our first priority.

But, even for the most careful of tenant, displaying a lack of caution can have consequences when it comes to dealing with flammable solutions and materials.

With that in mind, we've put together a few top tips to help you keep both your family and property safe from harm:

STORE FLAMMABLE ITEMS PROPERLY

You shouldn't use household storage options (such as a milk jug, Tupperware or old cans) to store your flammable materials.

It can be tempting to move the remainder of a solution as you work your way through it, but this is ill-advised when it comes to flammables.

LOCATION, LOCATION, LOCATION

It's important to understand that storing your flammables in the wrong place can have repercussions. Leaving them in common places such as the garage, basement, laundry room or under the sink must be avoided.

If possible, store flammable in a well-ventilated spot that is not attached to your living area.

Make sure that storage place also avoids being close to anything

that has an open flame or could spark, like your car, cigarettes, washers and dryers, HVAC systems, hot water heaters and electrical power tools.

BE AWARE OF THE TEMPERATURE

You really shouldn't keep flammables in an area of high heat or with the potential to warm up due to exposure to the sun. Consequently, these products should be kept away from - and never left in - direct sunlight.

If you don't have a place like that, building a storage cabinet or purchasing a flammable liquid locker are ideal solutions.

KEEP THEM OUT OF REACH

It goes without saying that you don't want your flammables falling into unwitting hands. Be it to stave off curious children or prying pets, keeping these materials out of reach can prevent your family and friends from being hurt.

Having a cabinet or locker will put a buffer between your loved ones and these materials, while also helping prevent any kind of tragedy occurring.

E-BIKES AND E-SCOOTERS CAN BE DANGEROUS TOO

Powered by lithium-ion batteries, E-Bikes and E-Scooters are becoming increasingly popular.

If you own either, it's crucial

that they are both charged and stored correctly to prevent them becoming an additional fire risk to your household.

Likewise, you should always buy these products from a reputed seller – items that don't meet British or European standards pose a huge fire risk.

BE CAREFUL WHEN YOU'RE CHARGING

It's obviously tempting to charge your E-Bike or E-Scooter when you're asleep to save time, but it's vital that you're awake and at your home when doing so.

Overcharging the battery and overloading plug sockets are big no-no's too, while you should ensure that you have a working smoke alarm.

You should also not charge the battery near flammable materials or put anything on top of the battery or charger while they are in use.

If the worst does happen, you should never attempt to extinguish a lithium-ion battery fire – simply get out of the property and call 999.

SAFELY STORE YOUR PROPERTY IN A COOL PLACE

Under no circumstances should your E-Bike or E-Scooter be charged or stored on escape routes or in communal areas.

When storing – be it the vehicle or just the battery – you should avoid excessively hot or cold areas, with a cool area the best bet.



FIREWORK STORAGE

With the Christmas and New Year celebrations now over, it's fair to say that we're all dealing with a lengthy to-do-list at home.

Items that have been hidden away for the rest of the year or that weren't used during the festivities will be heading back into storage – with unused fireworks among them.

Knowing how to store flammables safely is massively important in keeping your house safe and fireworks can be the chief troublemakers.

They may look incredible when marking celebratory moments, but fireworks **MUST** be stored correctly at home if they are to shine again later in the year, rather than damaging the health of your property and family.

The main things to ensure are that:

- Your fireworks are kept away from sources of heat and ignition
- Fireworks are kept dry at all times
- All stored fireworks are kept away from children

- Your fireworks are stored in their original packaging when possible
- Fireworks must not be stored with flammable materials, such as petrol, oil or paint
- The fireworks are kept in a lockable container or cabinet, away from children and pets

It's also important to remember not to smoke (including e-cigarettes and vaping) when handling fireworks, which should not be exposed to sources of heat or naked flames.

Likewise, it's important to consider that all fireworks are kept dry when stored. Garden sheds are at risk of getting damp, while lofts, greenhouses and conservatories can suffer from condensation.

So, enjoy your firework displays, but make sure to store them properly afterwards to avoid turning the celebratory sticks from stars of the show to chief troublemakers.



NOW IT'S YOUR TURN!

In the winter edition of Streets Ahead, we said that we needed to get more people joining as Community Voices to make sure your voice is heard loud and clear.

Over the past few months, we have worked together with your Customer Ambassadors and Service Champions to design and launch the **myFreebridge** digital community – the missing element of the **myFreebridge** framework!

We now have fully trained Customer Ambassadors and Service Champions ready to analyse and scrutinise the services we provide you. Indeed, the **myFreebridge** digital community will enable you to advise them from your own armchair.

So, what will they want feedback on?

In short, all sorts of things. For instance, we have completed our first year of surveying customers on tenant satisfaction measures

to establish levels of satisfaction towards the services we provide you. We're hoping to share these results with you in our next issue.

You will see that improvements need to be made to the way we manage ASB (anti-social behaviour) and, to enable your Service Champions to scrutinise this area of the business in more detail, they need your feedback.

As a result, we have set up a dedicated space to find out more from you on ASB. Whether you have time to complete a survey or a spare minute to complete a quick poll, there is the opportunity for you to voice an opinion.

Even if you have never experienced ASB that is also valuable feedback – everyone's voice matters!

In addition, the Service Champions want to delve deeper into complaints handling and want to establish how Freebridge can better listen to your views and respond to them.

These areas will be focused on later in the year.

By informing your Service Champions and Customer Ambassadors of things that matter to you, it will ensure that your voice is at the heart of the recommendations for the improvements they will make to the Freebridge team and Board.

We will update you on your voice, our actions and when the outcomes are known as we progress through the year. Until then, please do email me at customervoice@freebridge.org.uk if you have any comments or thoughts.

Otherwise, enjoy the spring and I will be back in touch in the summer!

Thank you for taking the time to read the Customer Voice update.

Bex

Freebridge's
Customer
Voice Lead



myfreebridge

ARE YOU IN IT TO WIN IT?



Your opportunity to win up to £250, £100 and £50 worth of supermarket vouchers – all you need to do is register on myFreebridge to enter into the prize draw*.

*Closing date for entry midnight **31.05.23**

To register, head over to www.freebridgecommunityhousing.uk.engagementhq.com or you can scan the QR code with the camera on your phone to open the link



It's new... It's fresh... Freebridge is pioneering the way on engagement and turning up the volume of the Customer Voice!

We understand that life can get really busy, which is why we have made it easier than ever to give your feedback to influence and shape the services we deliver to you.

We have created lots of opportunities for your voice to be heard through your Customer Ambassadors, Service Champions, Out & About's and now virtually with the launch of myFreebridge, your digital community.

myFreebridge is a safe space that is independently monitored, that offers you the opportunity to share information, connect with others and voice your opinion.

You'll be able to get involved with projects such as;

- Letting us know what you think of our Streets Ahead magazines
- Sharing local support groups that you feel would help others

- Share insight on issues relating to Anti-Social Behaviour, and more

Your Customer Ambassadors and Service Champions also have a dedicated space in Your Voice where they will be connecting with you, asking views on specific policies, survey results and ideas they have that require a wider consensus. They will update you on their meetings, how your voice is being heard, Freebridge's actions and the results.

Getting involved virtually brings many rewards: you can virtually meet new people, learn new things as well as helping us to improve the services you and other customers receive. You will also get the satisfaction of knowing you have influenced our policy and get to see actual change take place as a result of your involvement - all from the comfort of your home.

We hope to see you there!

BE SCAM AWARE

We don't like to give oxygen to scams here at Freebridge.

But there is one doing the rounds that we feel you as customers should be aware of.

Freebridge have had multiple complaints from customers about receiving unwanted phone calls and WhatsApp messages.

This scam is very sophisticated, and you must remain vigilant should they attempt to contact you.

Be wary of anybody who isn't representing Freebridge getting

in touch with you about repairs such as damp and mould treatment.

They may know your name and mobile telephone number, despite you not giving that information out. Be wary of numbers you don't recognise and any generic sounding repair company name, too.

Scammers will be able to send messages to you that look legitimate, such as using Google maps to provide pictures of your property.

They may also claim to be representing your local council, but when questioned would not be able to give you any tangible information.

Should you be asked for any key information by anybody, be sure that you're speaking to the right person first.

If you haven't got a repair logged with Freebridge, it is very unlikely that you would hear from us about one.

If you have any concerns, end the call and call Freebridge on 03332 404 444.



SURVEYING YOUR HOMES

We'd like to remind our Freebridge customers that MLCS3 are currently undertaking property surveys on our behalf.

You should have already received a letter from MLCS3 regarding an appointment and the surveyors will not turn up unannounced.

This appointment is very important as we look to complete our stock condition survey, which we started back in October 2022.

When a surveyor arrives at your property, they will have an identification (ID) card to

prove to you who they are. It will include unique information, including Freebridge and MLCS3 branding.

It's important for you to remember that all surveyors will have this form of ID and you should not let them into your home without this card being present.

Appointments should last around 30 minutes and it's vitally important that surveyors are allowed into your property to complete them.

Surveying your home is their sole purpose and if you have any concerns about a surveyor's ID

or their behaviour, you should call the MLCS3 number that will be listed on their card.

Be sure to remember the information above – if a surveyor is able to meet all of the criteria, there is no reason for you to be concerned about letting them into your home despite them not being a Freebridge employee.

This is your reminder to be vigilant; if the surveyor has no ID, don't let them in!





AN UPDATE TO OUR TENANT CUSTOMER CHARTER!

Last year you may recall that we launched our brand new Tenant Customer Charter.

This is a living, breathing document that displays our commitments that we have promised to deliver to our customers. This is all based upon feedback from customers, contractors, and colleagues and we'll regularly update you on our performance in future Streets Ahead magazines and on our website.

This year we've added important promises in regards to damp and mould which include:

- to take all reports of damp and mould very seriously, triaging every case to understand the most appropriate course of action for each home
- to act on the most serious cases of damp and mould immediately, carrying out a risk assessment within 1 working day, and taking

action to downgrade the risk within 21 working days, and

- to work with external specialists to provide a range of advice and guidance to customers on managing mould in their homes

We've also added a further four commitments that relate to your engagement, and welcoming you into your new home:

- Provide a range of different opportunities for you to give feedback, raise concerns, scrutinise our performance and be involved at a level that suits your needs and wishes
- Make it easy for you to share your views with us in real time, and to understand what we have done as a result of your feedback
- Report annually on our engagement work and the difference this has made to the services you receive

- We will arrange a welcome call to see how you're settling in

Please visit our website to read the updated Tenant Customer Charter in full at www.freebridge.org.uk/freebridge-customer/customer-charter or scan the QR code here.



And If you have any questions about the charter please contact Rebecca at customervoice@freebridge.org.uk or call her on 03332 404 444.



OUT & ABOUT IN WEST NORFOLK

Freebridge’s annual Out and Abouts are a key part of engaging with you as they enable us to connect directly with you by visiting you in your own homes.

The Out and About programme supports one of our key strategic objectives – which is to provide excellent customer service – by encouraging engagement with you, our customers.

This is so that we can better understand your needs and make sure that we are delivering the services we provide in a way, and

to a level, that you would expect.

As part of this year’s visit we’ll be asking all of you the following question: ‘What one thing could we be doing better at Freebridge?’ So please, have a good think and let us know.

Sophie Bates, our Director of Customer and Communities, said: “Our annual Out and About programme is a fantastic opportunity for colleagues across the business to get out and speak to our customers face to face, about what matters to them most.

“We really look forward to this

opportunity to visit you in your homes and understand more about what we are doing well for you, what we can improve on and what else would make your home and the surrounding area a great place to live in.

“We are hoping to see as many customers as possible on the days listed below. If we do miss you then please don’t hesitate to give us a call on 03332 404 444.

“I look forward to seeing and speaking with you over the summer.”

The 2023 Out & About Programme:

Date	Where
Wednesday 26 April 2023	Hunstanton
Monday 15 May 2023	Outwell & surrounding villages
Monday 12 June 2023	Terringtons & surrounding villages
Monday 24 July 2023	Silent Voice special – look out for more info closer to the time
Wednesday 16 August 2023	Fairstead #Part 1
Wednesday 20 September 2023	Fairstead #Part 2
Wednesday 18 October	Brancaster

OPT IN TO RECEIVE A DIGITAL COPY OF STREETS AHEAD



Streets Ahead is sent to you every few months as you are a customer of Freebridge Community Housing.

We send the magazine to all our customers so we can tell you about the services we provide and the work we're doing as a registered provider of social housing.

If you no longer want to receive a paper copy of Streets Ahead delivered to you, and want to receive a digital copy instead, just let

us know, and we will arrange for you to be removed from our mailing list.

To opt-out of receiving a paper copy, you can either call us on 03332 404 444, or email your name, address, and preferred email address to communications@freebridge.org.uk or you can complete the form below and send it to the Communications Team, Freebridge Community Housing, Juniper House, Austin Street, King's Lynn, PE30 1DZ.

A STAKE IN FREEBRIDGE: HOW TO BECOME A SHAREHOLDER

Freebridge Community Housing is inviting its tenants to become shareholders. As a shareholder, you have the right to attend the Annual General Meeting and vote on major issues in the running of the organisation.

Shareholding is designed to increase tenants' stakeholding in their housing provider and is a way to become involved in what Freebridge does.

If you need more information about how to become a Freebridge shareholder or just want to know more contact the Governance Team on 03332 404 444 or email shareholderenquiries@freebridge.org.uk

please sign in this box

Name: _____

Address: _____

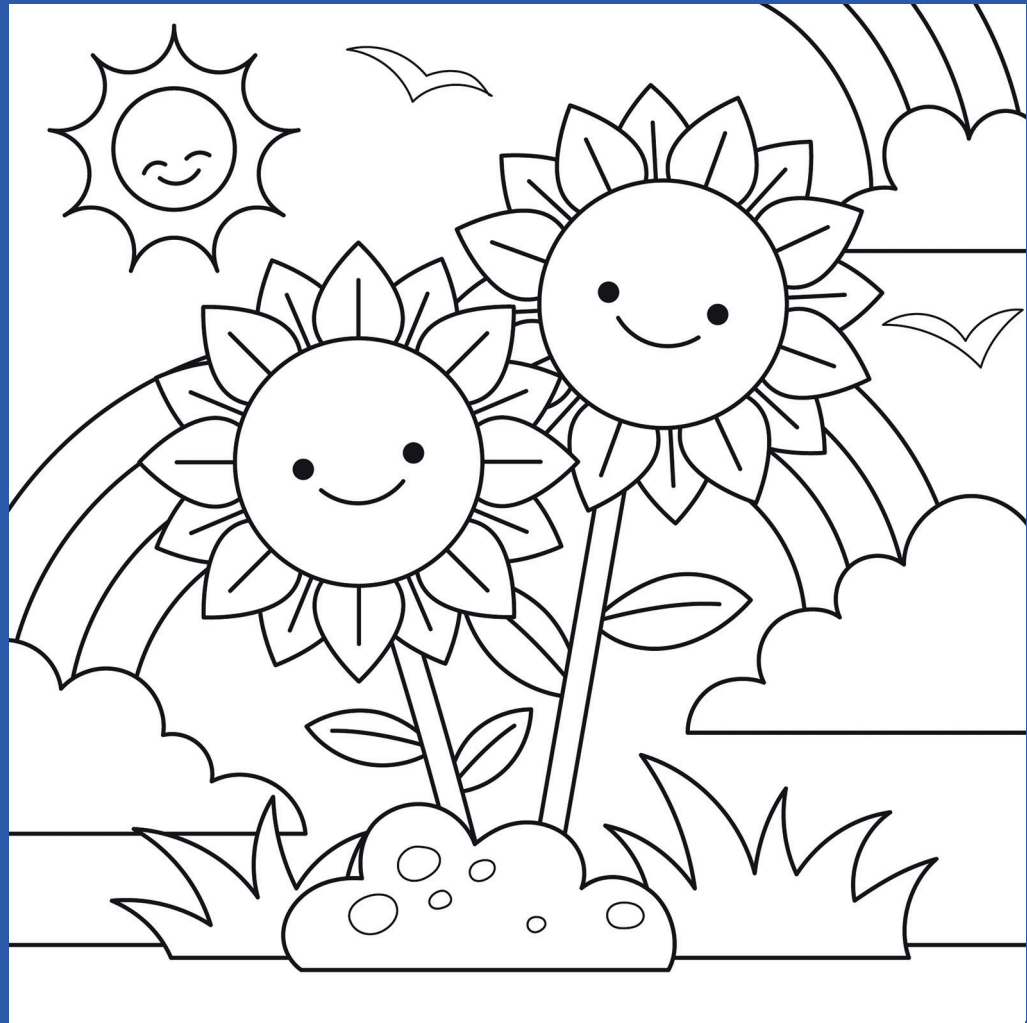
Email address: _____

FAMILY FUN PAGE

SPRING COLOURING COMPETITION

Spring has finally sprung, so we thought we would run another one of our colouring competitions for all of our younger (12 or under) Streets Ahead readers - with the best one winning a prize for their efforts!

All entries can be sent to Freebridge to the **Communications Team, Freebridge Community Housing, Juniper House, Austin Street, King's Lynn, PE30 1DZ** or you can take a photo and email it to us at communications@freebridge.org.uk



Got a recipe or low cost meal to share? Why not join myFreebridge and share it with your neighbours!

You also have an opportunity to win up to £250, £100 and £50 worth of supermarket vouchers – all you need to do is register on myFreebridge to enter into the prize draw*.

*Closing date for entry midnight 31.05.23

Congratulations to Rosie, aged 8 for winning our Winter Colouring Competition, we hope you enjoy your £20 gift card!

**IF YOU ARE
STRUGGLING
FINANCIALLY
PLEASE SPEAK
TO US**

We don't want to see any of our customers struggling, so through our Support Fund, we have provided help to those of you that need it with food parcels and vouchers, fuel, phone top-ups, energy credit and more.

If you need help from our Support Fund, you can refer yourself by contacting:

 tenancysupport@freebridge.org.uk

 **03332 404 444**
and ask to speak to our Tenancy Support Team

OUR PERFORMANCE

FOR QUARTER 3 (OCTOBER - DECEMBER 2022)

79 Complaints received

That's up by 23 compared to the previous 3 months.



7550 Repairs completed

We completed 7550 responsive repairs, that's 21% more than the previous 3 months.



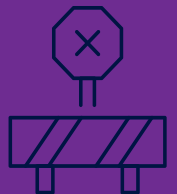
21 Days Time taken to complete routine repairs

Our target is 28 days, and our electricians completed repairs on average within 7 days.



185 No accesses

We were unable to access 185 homes to carry out repairs during scheduled appointments.



1717 Stock condition surveys

These are to check the health and safety condition of the property.



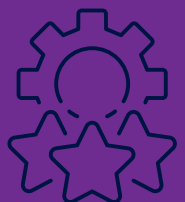
40 New homes

New homes that were completed during this period.



100% Energy performance

Of newly completed homes had an EPC rating of C+.



COMPLAINTS & COMPLIMENTS AT FREEBRIDGE



Housing Ombudsman Service

We can help if you have a problem complaining to your landlord.

Contact us:

by telephone on:
0300 111 3000

by email: info@housing-ombudsman.org.uk

via our website: www.housing-ombudsman.org.uk

or by post at: Housing Ombudsman Service, PO Box 152, Liverpool L33 7WQ



Offering the best customer service we possibly can is very important to us here at Freebridge.

However, we do realise that there will be times when you as the customer are unhappy with something we've done and want to let us know about it.

You have the right to contact us and let us know how we can improve our service to you - and we'll always be happy to hear from you.

Likewise, we also want to hear from you if you feel that we've done a good job for you or if members of our team have gone above and beyond to help.

Your complaints, comments and compliments are very important for us, as they allow us to analyse our performance and shape the services we provide.

Freebridge remain committed to providing the best customer service, which means we must always look at ourselves and our performance. Indeed, the feedback we receive from you helps greatly with that.

Your feedback is also relayed to managers within the Freebridge team and allows us to make necessary changes to our ways of working.

October 2022

05

compliments received

14

complaints received

Reasons for complaints

12	property condition
01	estate management
01	other

November 2022

11

compliments received

35

complaints received

Reasons for complaints

30	property condition
03	estate management
02	other

December 2022

06

compliments received

30

complaints received

Reasons for complaints

30	property condition
00	estate management
00	other



LOOK OUT
OUR NEW
VANS ARE
ABOUT!

Have you seen our brand-new Freebridge vans out on the road around West Norfolk?

We recently got our hands on the new fleet, which will play an important part in helping us provide excellent customer service for you moving forward.

The vans are much more colourful than our previous vehicles and feature all of our contact details, as well as a happy young lady who was pictured during a previous Freebridge event at our Providence Street Community Centre venue.

The little lady is featured because we're not just about building homes here at Freebridge, we're all about building lives too.

She represents the work we do within the community that is bigger than just building and maintaining our homes.

In the summer edition of Streets Ahead we look forward to telling you all more about the important changes we are making to how we perform repairs and improve the service we are able to provide for you.

In the meantime, if you see one of our vans out and about, don't forget to give us a wave!



HOW TO CONTACT US

VISIT or WRITE TO US at:

Juniper House, Austin Street,
King's Lynn, Norfolk PE30 1DZ

We're open between:

8:45am - 5.15pm (Monday-Thursday)

8:45am - 4.45pm (Friday)

and closed on Saturdays, Sundays and
Bank Holidays.

TELEPHONE: 03332 404 444

We've been made aware that some mobile
phone providers now charge for calling numbers
beginning with 0333, if your provider is one of
these you can also contact us on 0800 1691694 -
which is free from all numbers.

Out of office hours our main number diverts to
our 24 hour emergency service.

WEBSITE: www.freebridge.org.uk

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We will not tolerate unfair discriminatory behaviour of any kind and we encourage the reporting of any such behaviour. We will act upon all complaints appropriately.

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